



KEMENTERIAN PELANCONGAN, SENI DAN BUDAYA MALAYSIA
(*MINISTRY OF TOURISM, ARTS AND CULTURE MALAYSIA*)

BORANG PERMOHONAN PENGELASAN PREMIS PENGINAPAN PELANCONG
(HOTEL INOVATIF BANDAR)
APPLICATION FORM FOR HOTEL CLASSIFICATION (INNOVATIVE CITY HOTEL)

Nama Hotel : _____
(*Name of Hotel*)

Alamat : _____
(*Address*)

Poskod : _____
(*Postcode*)

No. Tel : _____ Emel : _____
(*Tel. No*) (*Email*)

Nama Pemberi : Tuan/ Puan/Cik _____
Maklumat (Mr/Mrs/Ms)
(*Name of Person*
Providing
Information)

Jawatan : _____
(*Designation*)

Nota (Note) :*tandaikan (√) sekiranya **Ada/Ya** (* Mark (√) if **Yes**)*tandaikan (X) sekiranya **Tiada / Tidak** (*Mark (X) if **No**)*tandaikan (TB) sekiranya **TIDAK BERKAITAN** (Mark (TB) if **NOT APPLICABLE**)

1.0	FASAD BANGUNAN HOTEL (1%) (HOTEL FAÇADE)
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BIL	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL Pemeriksa (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
1.1	Fasad Bangunan Hotel <i>(Hotel Façade)</i>				
	• Bangunan Sendiri <i>(Stand-alone Building)</i>				
	• Keseluruhan rumah kedai <i>(Entire shop lot)</i>				
	• Sebahagian berkongsi dengan rumah kedai <i>(Partially sharing)</i>				
1.2	Kemewahan Fasad Bangunan <i>(Hotel Façade Appearance)</i>				
	• Mewah <i>(Luxury)</i>				
	• Sederhana <i>(Functional)</i>				
	• Biasa <i>(Simple)</i>				
MARKAH (MARKS)					

Nota (Note) :

*tandakan (√) sekiranya **Ada/Ya** (* Mark (√) if Yes)

*tandakan (X) sekiranya **Tiada / Tidak** (*Mark (X) if No)

1.0 KEMASAN BILIK PENGINAPAN (HOUSEKEEPING) (25%)

BIL	KRITERIA	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
2.1	Jenis Bilik (Types of room)				
	• Standard				
	• Deluxe				
	• Dorm (Asrama)				
	• Lain-lain (sila nyatakan)				
2.2	Ruangan Solat (Prayer Area)				
2.3	Tanda Arah Kiblat (Kiblat Sign)				
2.4	Lokasi Tanda Arah Kiblat (Kiblat Sign Location)				
	• Siling (Ceiling)				
	• Selain siling (Other than ceiling)				
2.5	Tempat Sangkut Baju (Clothes Hanger)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Biasa (Simple)				
	• Tiada (Nil)				
2.6	Penyangkut Baju (Hangers)				
2.7	Cermin (Mirror)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
2.8	Para (Shelves)				
2.9	Katil (Bed)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
2.10	Tilam (Mattress)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
2.11	Pelindung tilam (Mattress Protector)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
2.12	Selimut / Alas (Blanket / Duvet)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Biasa (Simple)				
	• Tiada (Nil)				
2.13	Bantal (Pillow)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Biasa (Simple)				
	• Tiada (Nil)				
2.14	Langsir / Bidai / Langsir Panel dll (Curtain / Blind / Screen Mover etc)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Biasa (Simple)				

BIL	KRITERIA	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
	• Tiada (Nil)				
2.15	Meja Tulis (Writing Table)				

BIL	KRITERIA	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
2.16	Peralatan Menulis (Writing Materials)				
2.17	Pencahayaan Lampu (Lightings)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Biasa (Simple)				
2.18	Lampu dinding (Wall light)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
2.19	Penghalau Serangga (Insect Repellent)				
	• Tiada (Nil)				
	2.20	Lampu Suluh (Torchtlight)			
	2.21	Beg Dobi (Laundry Bag)			
2.22	Peti Keselamatan (Safety Deposit Box)				
2.23	Bakul Sampah (Waste Basket)				
	2.24	Seterika & Papan Seterika (Iron & Iron Board)			
	• Di bilik (In room)				
	• Tempat awam / atas permintaan (Common area / upon request)				
2.25	Bilik air (Bathroom)				
	• Tiada (Nil)				
	• Di bilik (In room)				
	• Tempat awam / atas permintaan (Common area / upon request)				
2.26	Tandas (Toilet)				
	• Di bilik (In room)				
	• Tempat awam / atas permintaan (Common area / upon request)				
	• Tiada (Nil)				
2.27	Kelengkapan Mandian (Bathroom Amenities)				
	a) Sabun Mandi (Soap/Dispenser)				
	b) Syampu (Shampoo/Dispenser)				
	c) Berus gigi & Ubat gigi (Tooth Brush and Tooth Paste)				
	d) Losyen badan (Body Lotion)				
	e) Pencukur (Shaver)				
	f) Kit Alatan jahitan (Sewing Kit)				
	g) Putik kapas (Cotton Bud / Cotton Pad)				
	h) Topi Mandi (Shower Cap)				
	i) Beg Sanitari (Sanitary Bag)				
	j) Gelas (Glass)				
	k) Kertas Tisu (Tissues)				
	l) Pengering Rambut (Hair Dryer)				

BIL	KRITERIA	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
	m) Selipar (Slippers)				

BIL	KRITERIA	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
	n) Sink Cuci Tangan (Wash Basin)				
2.28	Bidet (Bidet)				
	• Automatik (Automated)				
	• Bidet / Hos (Hand Bidet / Hose)				
	• Gayung (Ladle)				
	• Tisu tandas sahaja (Toilet Tisu only)				
	• Tiada (Nil)				
2.29	Tuala Tangan (Hand Towel)				
2.30	Tuala Muka (Face Towel)				
2.31	Tuala Mandi (Bath Towel)				
2.32	Tikar Bilik Mandi (Bath Mat)				
2.33	Alat pemanas air bilik mandi (Water heater)				
2.34	Kelengkapan Kopi dan Teh (Coffee making facilities)				
2.35	Cerek Elektrik (Electric Kettle)				
2.36	Air Minuman (Drinking water)				
	• Air Minuman dan gelas disediakan di setiap bilik (Drinking water and glasses provided in each room)				
	• Dispenser Air disediakan di tempat awam (Water dispenser in common area)				
	• Tiada (Nil)				
2.37	Menu Perkhidmatan Tempahan Makanan di bilik (In-Room Dining Menu)				
2.38	Telefon (Telephone)				
2.39	Televisyen dan alat kawalan jauh (TV and Remote)				
	• Televisyen skrin rata (Flat Skrin)				
	• Televisyen skrin cembung (Digital TV)				
2.40	Panduan Televisyen (TV Guide)				
2.41	Saluran Televisyen (Wajib RTM TV 1, TV 2, TV 3) (TV Channel)				
2.42	Akses Internet / Wifi (Internet Access / Wifi)				
2.43	Penghawa Dingin (Air Conditioning)				
2.44	Soket Elektrik (Power Socket)				
	• USB				
	• Universal				
2.45	Kunci Bilik (Room Key)				
	• Kad / Teknologi lain (Key Card / Other Technology)				
	• Kunci (key)				
	• Tiada (Nil)				
2.46	Pelan Laluan Kebakaran (Fire Escape Plan)				
2.47	Alat Pengesan Asap (Smoke Detector / Heat Detector)				
2.48	Sistem Semburan Air (Water Sprinkler)				
MARKAH (MARKS)					

3.0	OPERASI (25 %) (OPERATIONAL)
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3.1	KAUNTER HADAPAN (25%) (FRONT OFFICE)
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BIL	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
3.1	Sapaan Tetamu Malaysia (<i>Malaysian Mode of Greetings</i>)				
3.2	Pakaian Seragam (<i>Uniform</i>)				
	<ul style="list-style-type: none"> • Ada disediakan (<i>Provided</i>) • Tiada disediakan (<i>Not provided</i>) 				
3.3	Kekemasan Pakaian Seragam (<i>Tidiness of staff uniform</i>)				
	<ul style="list-style-type: none"> • Berpakaian kemas (<i>Properly Attired</i>) • Tidak berpakaian kemas (<i>Not Properly Attired</i>) 				
3.4	Keterampilan dan Kebersihan Kakitangan (<i>Staff Grooming and Cleanliness</i>)				
	<ul style="list-style-type: none"> • Terampil (<i>Well grooming</i>) • Tidak kemas / Selekeh (<i>Untidy</i>) 				
3.5	Kekemasan Ruang Pejabat (<i>Tidiness of space</i>)				
3.6	Pengurus bertugas (<i>Duty Manager</i>)				
3.7	Kesediaan penyambut tetamu kaunter (<i>Reception readiness</i>) *Kemudahan capaian 24 jam kepada panggilan luar dan dalam *24 hours standby for internal & external call				
	<ul style="list-style-type: none"> • 3 kali deringan (<i>3 ringings</i>) • 4-6 deringan (<i>4-6 ringings</i>) • Tidak menjawab (<i>No answers</i>) 				
3.8	Waktu kaunter penyambut tetamu beroperasi (<i>Reception Desk operation time</i>)				
	<ul style="list-style-type: none"> • 24 jam (<i>24 hours</i>) • 12 jam (<i>12 hours</i>) • Tiada Reception Desk (<i>No reception desk</i>) 				
3.9	Kebolehan Bahasa (<i>Multi language</i>)				
	<ul style="list-style-type: none"> • > 3 Bahasa (cth. BM, BI , 1 bahasa tempatan) >3 language (eg.: Malay, English, 1 local language) • 2 Bahasa (BM, BI) 2 language (Malay, English) 				
3.10	Perkhidmatan Porter untuk Pengendalian Bagasi (<i>Porter Service for Luggage Handling</i>)				
3.11	Perkhidmatan Tempahan Makanan di bilik (<i>In Room Dining Service</i>)				
3.12	Aduan Pelanggan yang sistematik (<i>Systematic customer complaint handling</i>)				
3.13	Tempat Simpanan Bagasi (<i>Left-Luggage Facilities</i>)				
3.14	Peti Keselamatan Deposit (<i>Safety Deposit Box</i>)				
3.15	Perkhidmatan menghantar informasi (<i>Secretarial Services</i>)				
3.16	Capaian Internet/ Wifi (<i>Internet Access / Wifi</i>)				

BIL	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL Pemeriksa (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
3.17	Tempat duduk menunggu (Reception with sitting facilities/area)				
3.18	Minuman selamat datang (Welcome Drink)				
3.19	Tandas awam (Public Toilet)				
3.20	Dekorasi (Decoration)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
3.21	Suasana (Ambience)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
3.22	Perabot (Furniture)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
3.23	Proses daftar masuk (Check-In Process)				
	• <15 minit (<15 Minutes)				
	• 16-30 minit (16-30 Minutes)				
	• 30-45 minit (30-45 Minutes)				
	• > 45 minit (>45 Minutes)				
3.24	Daftar Masuk berkumpulan (kaunter khas) Group Check-In (Special Counter)				
3.25	Proses daftar keluar (Check-Out Process)				
	• <15 minit (<15 Minutes)				
	• 16-30 minit (16-30 Minutes)				
	• 30-45 minit (30-45 Minutes)				
	• > 45 minit (>45 Minutes)				
3.26	Naik taraf bilik (Upgrade Room)				
3.27	Proses bayaran (Payment process)				
3.28	Waktu daftar masuk & keluar (Check-In / Check-Out Time)				
3.29	Penyelia (Supervisor) Front Office				
3.30	Sistem Kerja (Duty Roster)				
3.31	Peti Pertolongan Cemas (First Aid Kit)				
3.32	Pegawai Khidmat Pelanggan (Guest Service Officer)				

BIL	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL Pemeriksa (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
3.33	Dekorasi Tempatan (Local Decoration)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
3.34	Karya Seni Tempatan (Local Artwork)				
3.35	Pemuzik (Pemain Piano, Pemain Viola) (Musician - Pianist, Violin, Keyboard dll.)				
3.36	Muzik dalaman / PA (In-house Music)				
3.37	Perkhidmatan Tempat Letak Kenderaan (Valet Service Parking)				
3.38	Surat Khabar Harian (Daily Newspaper)				
3.39	Bilangan lif mencukupi (Number of Lift)				
3.40	Kemewahan lif (Lift Appearance)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Biasa (Simple)				
MARKAH (MARKS)					

Nota: Sila abaikan soalan 4.1 hingga 4.37 sekiranya pihak hotel tiada kemudahan dapur

4.0		DAPUR (10%) (KITCHEN)			
Bil	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
4.1	Dapur Berasingan untuk Halal & Tidak Halal (Separate kitchen for Halal, Non-Halal)				
4.2	Bilik penyimpanan : Stor Bahan Mentah Makanan (Dry store)				
4.3	Alat Pemadam Api / Sistem Semburan Air di stor penyimpanan minuman keras (Fire Extinguisher / Water Sprinkler in liquor store)				
4.4	Chiller dan Freezer (Chiller and Freezer)				
4.5	Mesin basuh pinggan (Dishwashers)				
4.6	Peralatan memasak (Kitchen Utensil/ Crockery)				
4.7	Kutleri (Cutleries)				
4.8	Pastri (Pastry)				
4.9	Chef (Chef)				
	a) Executive Chef				
	b) Sous Chef				
	c) Chef de Partie				
	d) Demi Chef				
	e) Cook / Commis / Kitchen Helper				
	f) Pastry chef				
4.10	Masakan Khusus (Specialty Dishes)				
4.11	Pakaian Seragam (Uniform)				
4.12	Kekemasan Pakaian Seragam (Tidiness Staff)				
	• Berpakaian kemas (Properly Attired)				
	• Tidak berpakaian kemas (Not Properly Attired)				
4.13	Keterampilan dan kebersihan kakitangan (Grooming and Cleanliness)				
	• Terampil (Well grooming)				
	• Tidak kemas / Selekeh (Untidy)				
4.14	Perangkap Minyak (Grease trap)				
4.15	Pengudaraan (Ventilation)				
4.16	Steward (Steward)				
4.17	Peralatan pastri (Pastry utensil)				
4.18	Peralatan Hidangan Utama (Main Course Serveware)				
4.19	Rutin Pembuangan Sampah (Disposal routine)				
4.20	Sijil Halal (Halal certification)				
4.21	Sijil Kesihatan (Health certification)				
4.22	Kawalan Serangga (Pest control)				

Bil	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
4.23	Kitar Semula (Recycle)				
4.24	Jadual Mengemas Dapur (Kitchen Duty Roster)				
4.25	Kemasan Lantai Dapur yang bersesuaian (Kitchen flooring)				

Bil	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
4.26	Sistem Semburan Air (Water Sprinkler)				
4.27	Alat pemadam api (Fire Extinguisher)				
4.28	Tong Sampah (Dustbin with paddle)				
4.29	Paip (Sensor/elbow/automatic tap)				
4.30	Mesin Ais (Ice machine/ice maker)				
4.31	Butchery (Butchery)				
4.32	Bilik Pembuangan sampah berhawa dingin (Air conditioned Garbage room)				
4.33	Kawasan penghantaran/pemunggahan barang (Receiving area/loading bay)				
4.34	Hud Dapur (Kitchen Hood - ducting service report)				
4.35	Perangkap Serangga (Insect trap)				
4.36	Peti Pertolongan Cemas (First Aid Kit)				
4.37	Tandas (Toilet)				
MARKAH (MARKS)					

5.0		KEMUDAHAN MAKAN DAN MINUM (11%) (FOOD AND BEVERAGE (F&B))			
5.1		COFFEE HOUSE (3%) (COFFEE HOUSE)			
BIL	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√/X	CATATAN (REMARKS)	√/X	CATATAN (REMARKS)
5.1.1	Sapaan Tetamu Malaysia (Mode of Greetings)				
5.1.2	Pakaian Seragam (Uniform)				
	• Ada disediakan (Provided)				
	• Tiada disediakan (Not Provided)				
5.1.3	Kekemasan pakaian seragam (Tidiness Staff)				
	• Berpakaian kemas (Properly Attired)				
	• Tidak berpakaian kemas (Not Properly Attired)				
5.1.4	Keterampilan dan Kebersihan Kakitangan (Staff Grooming and Cleanliness)				
	• Terampil (Well grooming)				
	• Tidak kemas / Selekeh (Untidy)				
5.1.5	Susun Atur (Set Up)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
5.1.6	Dekorasi (Decoration)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
5.1.7	Keluasan (Space)				
	• Selesa (Comfortable)				
	• Sederhana (Functional)				
	• Kecil (Small)				
	• Tiada (Nil)				
5.1.8	F&B Linen				
a)	Napkin/Tisu (Napkin/Serviette)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
b)	Alas Meja (Table Cloth)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
c)	Pelapik Pinggan/Cawan (Place Mat)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
5.1.9	Barangan F&B (F&B Items)				
a)	Barangan kaca (Glassware)				

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		√/X	CATATAN (REMARKS)	√/X	CATATAN (REMARKS)
	• Mewah (<i>Luxury</i>)				
	• Sederhana (<i>Functional</i>)				
	• Ringkas (<i>Simple</i>)				
	• Tiada (Nil)				

BIL	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√/X	CATATAN (REMARKS)	√/X	CATATAN (REMARKS)
b)	Peralatan makan (Cutlery / Flatware)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
c)	Bekas garam & Lada Hitam (Salt & Pepper Shaker)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
d)	Gelas minuman (Goblet/Drinking Glass)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
5.1.10	Susun atur meja (Table Setting)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
5.1.11	Kerusi (Chair)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
5.1.12	Meja (Table)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
5.1.13	Menu dipamerkan (Menu Display)				
5.1.14	Ada Sarapan Pagi disediakan (Breakfast Available)				
5.1.15	Kepelbagaian Menu Sarapan Pagi (Range of breakfast menu)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
5.1.16	Menu Ala Carte (Ala Carte Menu)				
5.1.17	Hidangan Buffet untuk acara istimewa (Buffet For Special Occasion)				
5.1.18	Hidangan Malam (Dinner)				
5.1.19	Hidangan tengahari (Lunch)				
5.1.20	Ketua Pelayan (Captain Waiter)				
5.1.21	Kaedah Pembayaran (Mode of payment)				
5.1.22	Kaunter/Juruwang (Counter/Cashier)				
5.1.23	Waktu buka dan tutup operasi (Open & Closing Time Display)				

BIL	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√/X	CATATAN (REMARKS)	√/X	CATATAN (REMARKS)
5.1.24	Kebersihan (Cleanliness)				
5.1.25	Tandas (Toilet)				
5.1.26	Kerusi bayi (Baby Chair)				
5.1.27	Laluan OKU (OKU Ramp)				
5.1.28	Pelayan separuh masa (Part Time Waiter / Waitress)				
	• Warganegara Malaysia (Malaysian)				
	• Bukan warganegara Malaysia (Non Malaysian)				
5.1.29	Muzik lembut (Soft music)				
MARKAH (MARKS)					

Nota: Sila abaikan soalan 5.2.1 hingga 5.2.27 sekiranya pihak hotel tiada kemudahan restoran.

5.2.0		RESTORAN (2%) (RESTAURANT)			
Bil	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
5.2.1	Sapaan Tetamu Malaysia (Mode of Greetings)				
5.2.2	Pakaian Seragam (Uniform)				
	<ul style="list-style-type: none"> • Ada disediakan (Provided) • Tiada disediakan (Not Provided) 				
5.2.3	Kekemasan pakaian seragam (Tidiness Staff)				
	<ul style="list-style-type: none"> • Berpakaian kemas (Properly Attired) • Tidak berpakaian kemas (Not Properly Attired) 				
5.2.4	Keterampilan dan Kebersihan Kakitangan (Staff Grooming and Cleanliness)				
	<ul style="list-style-type: none"> • Terampil (Well grooming) • Tidak kemas / Selekeh (Untidy) 				
5.2.5	Restoran khusus (Specialty Restaurant)				
5.2.6	Menu istimewa (Special Menu)				
5.2.7	Majlis istimewa (Special Function)				
5.2.8	Alas Meja (Table Cloth)				
	<ul style="list-style-type: none"> • Mewah (Luxury) • Sederhana (Functional) • Ringkas (Simple) • Tiada (Nil) 				
5.2.9	Susun Atur (Set Up)				
	<ul style="list-style-type: none"> • Mewah (Luxury) • Sederhana (Functional) • Ringkas (Simple) • Tiada (Nil) 				
5.2.10	Dekorasi (Decoration)				
	<ul style="list-style-type: none"> • Mewah (Luxury) • Sederhana (Functional) • Ringkas (Simple) • Tiada (Nil) 				
5.2.11	Keluasan (Space)				
	<ul style="list-style-type: none"> • Selesa (Comfortable) • Sederhana (Functional) • Kecil (Small) • Tiada (Nil) 				
5.2.12	F&B Linen				
a)	Napkin/Tisu (Napkin/Serviette)				
	<ul style="list-style-type: none"> • Mewah (Luxury) • Sederhana (Functional) • Ringkas (Simple) • Tiada (Nil) 				

Bil	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√/X	CATATAN (REMARKS)	√/X	CATATAN (REMARKS)
b)	Pelapik Pinggan dan Cawan (Place Mat)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
5.2.13	Barangan F&B (F&B Items)				
a)	Barangan kaca (Glassware (Chinaware, Silver ware))				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
b)	Peralatan makanan (Cutlery / Flatware)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
c)	Bekas garam & Lada Hitam (Salt & Pepper Shaker)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
d)	Gelas minuman (Goblet/Drinking Glass)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
5.2.14	Dekorasi atas meja (Table Setting)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
5.2.15	Kerusi (Chair)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
5.2.16	Meja (Table)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
5.2.17	Menu Dipamerkan (Menu display)				
5.2.18	Hidangan makan tengahari (Ala Carte) Lunch (Ala Carte)				
5.2.19	Hidangan makan malam (Ala Carte) (Dinner (Ala Carte))				
5.2.20	Penyambut Tetamu (Hostess)				
5.2.21	Ketua pelayan (Captain waiter)				

Bil	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
5.2.22	Kaedah Pembayaran <i>(Mode of payment)</i>				

Bil	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
5.2.23	Kaunter/Juruwang (Counter/Cashier)				
5.2.24	Waktu buka dan tutup operasi (Open & Closing Time Display)				
5.2.25	Kebersihan kawasan (Cleanliness)				
	• Bersih (<i>Very clean</i>)				
	• Sederhana Bersih (<i>Good</i>)				
	• Kotor (<i>Dirty</i>)				
5.2.26	Kebersihan Tandas (Toilet Cleanliness)				
	• Bersih (<i>Very clean</i>)				
	• Sederhana Bersih (<i>Good</i>)				
	• Kotor (<i>Dirty</i>)				
5.2.27	Kerusi bayi (Baby chair)				
MARKAH (MARKS)					

5.3		LOUNGE / BAR (2%) (LOUNGE / BAR)			
Bil	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
5.3.1	Sapaan Tetamu (Mode of Greetings)				
5.3.2	Pakaian Seragam (Uniform)				
	<ul style="list-style-type: none"> • Ada disediakan (Provided) • Tiada disediakan (Not Provided) 				
5.3.3	Kekemasan pakaian seragam (Tidiness Staff)				
	<ul style="list-style-type: none"> • Berpakaian kemas (Properly Attired) • Tidak berpakaian kemas (Not Properly Attired) 				
5.3.4	Keterampilan dan Kebersihan Kakitangan (Staff Grooming and Cleanliness)				
	<ul style="list-style-type: none"> • Terampil (Well grooming) • Tidak kemas / Selekeh (Untidy) 				
5.3.5	Susun Atur (Set Up)				
	<ul style="list-style-type: none"> • Mewah (Luxury) • Sederhana (Functional) • Ringkas (Simple) • Tiada (Nil) 				
5.3.6	Dekorasi (Decoration)				
	<ul style="list-style-type: none"> • Mewah (Luxury) • Sederhana (Functional) • Ringkas (Simple) • Tiada (Nil) 				
5.3.7	Keluasan (Space)				
	<ul style="list-style-type: none"> • Selesa (Comfortable) • Sederhana (Functional) • Sempit (Small) • Tiada (Nil) 				
5.3.8	Makanan ringan (Tidbits)				
	<ul style="list-style-type: none"> • Ada disediakan • Tiada (Nil) 				
5.3.9	Risalah promosi (Promotion Leaflet)				
	<ul style="list-style-type: none"> • Ada disediakan • Tiada (Nil) 				
5.3.10	Kerusi (Chair)				
	<ul style="list-style-type: none"> • Mewah (Luxury) • Sederhana (Functional) • Ringkas (Simple) • Tiada (Nil) 				
5.3.11	Meja (Table)				
	<ul style="list-style-type: none"> • Mewah (Luxury) • Sederhana (Functional) • Ringkas (Simple) • Tiada (Nil) 				

Bil	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√/X	CATATAN (REMARKS)	√/X	CATATAN (REMARKS)
5.3.12	Menu dipamerkan (Menu display)				
5.3.13	Live Band (Live Band)				
5.3.14	Suasana (Ambience)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
5.3.15	Bauan (Smell)				
	• Segar (Fresh)				
	• Sederhana (Good)				
	• Berbau (Smelly)				
5.3.16	Pencahayaan (Lighting)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
5.3.17	Kaunter bar (Counter bar)				
5.3.18	Pelayan bar (Bartender)				
5.3.19	Pelayan (Hostess)				
5.3.20	Kaedah Pembayaran (Mode of payment)				
MARKAH (MARKS)					

5.4		KEMUDAHAN BANKUET/BILIK KERAIAN/BILIK MESYUARAT (3%) (BANQUET / FUNCTION ROOM / MEETING ROOM)			
Bil	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
5.4.1	Jenis bilik (Type of Rooms)				
	a) Bilik mesyuarat / Bilik keraian / Bilik persidangan (meeting room / function room / conference room) *Muatan 30 - 100 orang *Accommodate 30-100 pax				
	b) Bilik menunggu (Holding room)				
	c) Bilik perbincangan (Discussion room) *Muatan 10-20 orang *Accommodate 10-20 pax				
	d) Ballroom (Ballroom) * > 300 orang				
5.4.2	Penghawa dingin (Air Conditioning)				
5.4.3	Pencahayaan (Lighting)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
5.4.4	Suasana (Ambience)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
5.4.5	Dekorasi (Decoration)				
5.4.6	Kemewahan (Luxury)				
	a) Bilik Mesyuarat / Bilik mesyuarat / Bilik keraian / Bilik persidangan (Meeting room / function room / conference room)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	b) Bilik Menunggu (Holding Room)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
	c) Bilik Perbincangan (Discussion Room)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
	d) Ballroom (Ballroom)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				

Bil	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√/X	CATATAN (REMARKS)	√/X	CATATAN (REMARKS)
5.4.7	Sistem Audio Visual (Audio Visual System)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
5.4.8	Meja (Table)				
	• Ada (Provided)				
	• Tiada (Nil)				
5.4.9	Kerusi Banquet (Banquet Chair)				
5.4.10	Meja Kopi (Coffee Table)				
5.4.11	Alas meja (Table Cloth)				
5.4.12	Sofa tetamu kenamaan (VIP Sofa)				
5.4.13	Rostrum (Rostrum)				
5.4.14	Pentas / Platform (Stage / Platform)				
5.4.15	Backdrop (Backdrop)				
	• Media Wall / Electronic				
	• Backdrop Conventional				
5.4.16	Tirai meja (Skirting)				
5.4.17	Karpet merah Red Carpet (depends on VVIP)				
5.4.18	Alat tulis (Stationeries)				
5.4.19	Papan tanda diletakkan di tempat strategik (Signage)				
5.4.20	Makanan Ringan (Tidbits)				
5.4.21	Foyer untuk minum pagi / minum petang (Foyer for Tea Break)				
5.4.22	Kopi dan Teh (Running Coffee & Tea)				
5.4.23	Troli (Trolley)				
5.4.24	Bilik Persalinan (Changing Room)				
5.4.25	Bilik Stor (Store Room)				
5.4.26	Surau (Prayer Room)				
5.4.27	Bilik persediaan (Preparation room)				
5.4.28	F&B Linen				
a)	Napkin/Serviet (Napkin/Serviette)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
b)	Sarung Kerusi Banquet (Banquet cover chair)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				

Bil	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
c)	Alas meja (Table Cloth)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
d)	Pelapik Pinggan/Cawan (Place Mat)				
	• Mewah (Luxury)				
	• Sederhana (Functional)				
	• Ringkas (Simple)				
	• Tiada (Nil)				
5.4.29	Pakaian Seragam (Uniform)				
5.4.30	Kekemasan pakaian seragam (Tidiness Staff)				
	• Berpakaian kemas (Properly Attired)				
	• Tidak berpakaian kemas (Not Properly Attired)				
5.4.31	Keterampilan dan Kebersihan Kakitangan (Staff Grooming and Cleanliness)				
	• Terampil (Well grooming)				
	• Tidak kemas / Selekeh (Untidy)				
MARKAH (MARKS)					

5.5.0	PERKHIDMATAN TEMPAHAN MAKANAN DI BILIK (1%) (IN ROOM DINING SERVICE)
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BIL	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
5.5.1	Perkhidmatan Tempahan Makanan di Bilik (<i>In Room Dining Service</i>)				
	• Disediakan (<i>Provided</i>)				
	• Tidak disediakan (<i>Not Provided</i>)				
5.5.2	Kelengkapan Perkhidmatan Tempahan Makanan di Bilik (<i>In Room Dining Serveware</i>)				
	a) Pemanas Makanan (<i>Food warmer</i>)				
	• Disediakan (<i>Provided</i>)				
	• Tidak disediakan (<i>Not Provided</i>)				
b)	Kaedah makanan dihantar (<i>Delivery Method</i>)				
	• Troli (<i>Trolley</i>)				
	• Dulang (<i>Tray</i>)				
c)	Serviet (<i>Serviette</i>)				
	• Napkin (<i>Napkin</i>)				
	• Napkin Kertas (<i>Paper Napkin</i>)				
d)	Kutleri (<i>Cutleries</i>)				
	• Mewah (<i>Luxury</i>)				
	• Sederhana (<i>Functional</i>)				
	• Ringkas (<i>Simple</i>)				
e)	Barangan Kaca (<i>Glassware</i>)				
	• Mewah (<i>Luxury</i>)				
	• Sederhana (<i>Functional</i>)				
	• Ringkas (<i>Simple</i>)				
MARKAH (<i>MARKS</i>)					

6.0	PENGURUSAN SUMBER MANUSIA (10%) (HUMAN RESOURCE MANAGEMENT)
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6.1	KEBAJIKAN KAKITANGAN (6%) (STAFF WELFARE)
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BIL	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
6.1.1	Bilangan Kakitangan Mencukupi (Sufficient Number of Staff)				
	• Bilangan kakitangan (Number of Staff)				
	Asing (Foreign)				
	Tempatan (Local)				
6.1.1	• Jumlah Keseluruhan Bilik (Number of Rooms)				
	• Nisbah Kakitangan (Staff Ratio) *Bilangan kakitangan / bilik penginapan contoh : 150 kakitangan / 300 bilik = 1 : 0.5				
6.1.2	Pakaian Seragam disediakan (Uniform Provided) *sekurang-kurangnya 2 set *Minimum 2 set				
	• Ada disediakan				
	• Tidak disediakan				
Sertakan Dokumen sokongan bagi soalan 6.1.3 hingga 6.1.12 Supporting documents to be provided for questions 6.1.3 until 6.1.12					
6.1.3	Mengamalkan Gaji Minima (Minimum Salary)				
6.1.4	Latihan untuk Kakitangan (Staff Training)				
	• Pekerja Baru				
	• Pekerja Lama				
6.1.5	Pecahan pengambilan Pegawai Dagang (Number of Expatriate)				
	• 100% Malaysia				
	• 95% Malaysia				
	• 90 % Malaysia				
6.1.6	• 89 % < Malaysia				
	Pekerja Asing (Foreign Worker)				
	• 5 Bintang (10 bilik= 1 pekerja) 5 Star (10 Rooms = 1 Staff)				
	• 4 Bintang (10 bilik= 1 pekerja) 4 Star (10 Rooms = 1 Staff)				
	• 3 Bintang (12 bilik= 1 pekerja) 3 star (12 Rooms = 1 Staff)				
	• 2 Bintang (12 bilik= 1 pekerja) 2 Star (12 Rooms = 1 Staff)				
	• 1 Bintang (12 bilik= 1 pekerja) 1 Star (12 Rooms = 1 Staff)				
• *mengikut garis panduan MOTAC * According to the Guidelines Proposed by MOTAC					
6.1.7	Pelajar Latihan Industri *Hotel 3 Bintang ke atas (Internship Students) *3 Star Hotel & Above				
	• Hotel yang mengambil pelajar tempatan (Local Internship Students)				
	• Hotel yang ambil pelajar asing dan mematuhi dasar sedia ada (Foreign Internship Students must be accordance with the guidelines)				
6.1.8	• Pelanggaran dasar sedia ada (Collision the current Guidelines)				
	Pekerja Sambilan (Staff Part Time)				
6.1.8	• Warganegara Malaysia / Tiada pekerja sambilan (Malaysian / no part time staff)				
	• Bukan warganegara Malaysia (Non Malaysian)				
6.1.9	Perlindungan Perubatan (Medical Coverage)				
6.1.10	Bonus (Bonus)				
6.1.11	Pengiktirafan (Recognition)				
6.1.12	Program kesedaran / Integriti (Integrity Programme)				
MARKAH (MARKS)					

6.2	KEMUDAHAN KAKITANGAN (3%) (STAFF FACILITIES)
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BIL	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
6.2.1	Pantri / Kantin / Kafeteria <i>(Pantry / Canteen / Cafeteria)</i>				
6.2.2	Loker barang / Tempat Penyalinan Pakaian <i>(Locker / Changing Room)</i>				
6.2.3	Kawasan merokok <i>(Smoking Area)</i>				
6.2.4	Surau <i>(Prayer Room)</i>				
6.2.5	Tempat Letak Kenderaan <i>(Parking)</i>				
6.2.6	Dobi pakaian seragam <i>(Uniform Laundry)</i>				
6.2.7	Kemudahan penginapan kakitangan <i>(Hostel)</i>				
6.2.8	Kemudahan Pengangkutan <i>(Transportation)</i>				
MARKAH (MARKS)					

6.3.0	TANGGUNGJAWAB SOSIAL KORPORAT (1%) (COMPANY CORPORATE SOCIAL RESPONSIBILITY (CSR))
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BIL	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
		√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
Sertakan Dokumen sokongan bagi soalan 6.3.1 <i>Supporting documents to be provided for questions 6.3.1</i>					
6.3.1	Tanggungjawab Sosial Korporat <i>Corporate Social Responsibility (CSR)</i>				
	Nyatakan CSR yang dijalankan <i>(Specify the CSR Program)</i>				
	• _____				
	• _____				
	• _____				
MARKAH					

7.0	ADUAN (4%) (COMPLAINTS)
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BIL	KRITERIA (CRITERIA)	PENILAIAN OLEH HOTEL (ASSESSMENT BY HOTEL)		PENILAIAN OLEH PANEL PEMERIKSA (ASSESSMENT BY PANEL)	
7.1.0	MEDIUM ADUAN (2%)	√ / X	CATATAN (REMARKS)	√ / X	CATATAN (REMARKS)
Sertakan Dokumen sokongan bagi soalan 7.1.1 hingga 7.3.1 <i>Supporting documents to be provided for questions 7.1.1 until 7.3.1</i>					
7.1.1	Adakah pihak hotel menawarkan saluran atau medium aduan kepada tetamu hotel ? <i>(Is there any complaint medium provided to the hotel guest?)</i>				
	Sekiranya hotel menawarkan medium aduan, nyatakan medium aduan yang ditawarkan oleh pihak hotel <i>(If yes, please list the medium provided by the hotel)</i>				
	• _____				
	• _____				
7.2.0	RESPON ADUAN (1%) (COMPLAINTS HANDLING)				
7.2.1	Tindakbalas terhadap aduan <i>(Effective handling on complaints)</i>				
	• 24 jam (24 hours)				
	• 1-3 hari (1-3 days)				
	• 4-7 hari (4-7 days)				
7.3.0	NOTA PENGHARGAAN (1%) (APPRECIATION NOTE)				
7.3.1	Nota penghargaan kepada tetamu hotel <i>(Appreciation note to hotel guest)</i>				
MARKAH (MARKS)					