



**KEMENTERIAN PELANCONGAN MALAYSIA**  
(Ministry of Tourism Malaysia)

**KRITERIA SKIM PENGELASAN ORKID**  
(Criteria of The Orchid Classification Scheme)

**MINIMUM REQUIREMENTS FOR ORCHID RATING  
OF TOURIST ACCOMMODATION PREMISES**

<b>A CLEANLINESS AND HYGIENE STANDARD</b>				
<b>Criteria</b>		<b>1 Orchid</b>	<b>2 Orchid</b>	<b>3 Orchid</b>
A.1	Dustbins	All Categories: All bins must be lined with a plastic bag, placed at suitable areas and to be covered at all times.		
A.2	Sanitary Installation / Toilets (minimum size of a toilet and bathroom is 2 square meter)	At least one common bathroom and toilet for every 8 occupants or 2 for every 9 - 20 occupants.  Separate toilets / bathrooms for ladies / gentlemen with clear labels.  Toiletries are not required.	At least one common bathroom / toilet for every 1 – 7 occupants.  Separate toilets / bathrooms for ladies / gentlemen with clear labels.  Toiletries are not required.	Individual bathroom and toilet in every room.  Complete with wash basin, shower or bath tub and small pail.  Towels and basic toiletries (soap and shampoo) are required.
A.3	Health Awareness Message (e.g. HIV / AIDS posters and pamphlets)	All Categories: Healthy lifestyle posters / pamphlets to be displayed.		
A.4	Kitchen	All Categories : Food prepared must comply with the hygiene requirements of the Health Authorities. Kitchen / pantry must be in accordance with the requirements of Health Authorities. Separate cooking, washing, storage area and utensils for halal and non-halal food.		
A.5	Refuse	All Categories : All refuse and garbage must be disposed off daily from the room premises – containers and refuse area to be kept in a sanitary condition.		
A.6	Insect and Vermin Protection	All Categories : Effective protection pest control in all areas of hotel at all time.		

<b>B BUILDING SAFETY AND GUEST SECURITY</b>				
<b>Criteria</b>		<b>1 Orchid</b>	<b>2 Orchid</b>	<b>3 Orchid</b>
B.1	Corridors	All Categories : Safe, well and clean with adequate corridor precautions (emergency light, exits and directions).		
B.2	Fire Security and Safety Facilities	All Categories : In accordance with local fire – fighting and fire prevention laws – under the Uniform Building By Laws 1984. Possess the Certificate of Fitness for Occupation.		
B.3	Emergency Power Supply	All Categories : Battery lamps / torch lights available in the event of power failure.		

<b>C FACILITIES AND SERVICES</b>				
<b>Criteria</b>		<b>1 Orchid</b>	<b>2 Orchid</b>	<b>3 Orchid</b>
C.1	Reception Area	Proper reception area with at least one staff in-charge.	Proper reception area with a suitable main entrance. At least one staff in-charge.	A comfortable reception area with tables and chairs. A suitable main entrance with at least one staff in-charge.
C.2	Public Toilet	All Categories : At least one public toilet near the reception area furnished with wash basin and soap.		
C.3	Thermal Conditions for Common Areas	All Categories : Fan provided with good ventilating system.		
C.4	Public Telephone	All Categories : At least one public telephone at the reception area (local calls and operator assisted).		

**C FACILITIES AND SERVICES**

C.5	Lifts / Elevators	All Categories : Lifts / elevators required for building of 60 feet and above or more than five storeys high.		
C.6	Front Desk Service	All Categories : Guest registration book to be provided. Attended by at least one staff.		
C.7	City Taxi Service	Not compulsory	Not compulsory	Service on all cabs to be provided.
C.8	Tourism Information	Not compulsory	Not compulsory	Tourism brochure and pamphlets to be provided.
C.9	First Aid Facilities	All Categories : Provision of first aid box containing medicine, ointment, bandages etc.		

<b>D BEDROOM REQUIRIEMENTS</b>				
D.1	Minimum Size of Bedroom	All Categories : Minimum standard requirements Size: 8.5 sq m Height: 2.5 m		
D.2	Bedroom Furniture	<ol style="list-style-type: none"> <li>1. Beds with clean linen, blankets, clean pillows and mattresses.</li> <li>2. Waste basket.</li> <li>3. Hanger of clothes.</li> </ol>	<ol style="list-style-type: none"> <li>1. Beds with clean linen, blankets, clean pillows and mattresses.</li> <li>2. Waste baskets.</li> <li>3. Cupboard with hangers.</li> <li>4. Night table.</li> </ol>	<ol style="list-style-type: none"> <li>1. Beds with clean linen, blankets, clean pillows and mattresses.</li> <li>2. Waste basket.</li> <li>3. Cupboard with hangers.</li> <li>4. One table with one chair.</li> </ol>
D.3	Bedroom Windows	All Categories : Must adhere to standard building codes set by appropriate authority.  Curtain or blind for windows.		
D.4	Bedroom Door	All Categories : Each room must be numbered and has individual key with latch / double lock. Materials used should be fire assistant.		
D.5	Sound-Proofing Bedrooms	All Categories : To adhere to local standards.		
D.6	Thermal Conditions in Bedrooms; Ventilation	All Categories : Fan in all rooms. Each room shall be capable of being naturally ventilated by means which be controlled by the room occupants.		

<b>D BEDROOM REQUIREMENTS</b>				
D.7	Bedroom Communication	Not compulsory	Telephone provided at least in every floor	Telephone in every room for local calls and operator assisted.
D.8	Drinking Water in Bedrooms	Drinking water provided upon request.	Drinking water provided upon request.	Drinking water provided.
D.9	Information Material in Bedroom	All Categories : Information on fire prevention / guidelines, house rules and charges to be displayed.		
D.10	Kiblat Sign in Bedroom	All Categories : Kiblat sign displayed clearly on the ceiling of every room.		

<b>E STAFF</b>		
E.1	Mode of Greeting	All Categories : Staff should greet guests the Malaysian way, i.e. by posting the right palm over one's hart and bowing slightly.
E.2	Language	All Categories : Bilingual receptionist.
E.3	Number of Staff	All Categories : Adequate number of staff in accordance with hotel rooms / size.
E.4	Citizenship	All Categories : Only Malaysian citizens are allowed to work as frontliners. Foreign workers are allowed to work at the back of the house only.