

KEMENTERIAN PELANCONGAN Malaysia Association of Hotels
(Ministry of Tourism Malaysia)

KRITERIA PENGELASAN HOTEL
(Minimum Requirements For Star Rating of Hotels)

MINIMUM REQUIREMENTS FOR STAR RATING OF HOTELS

NO.	CRITERIA	1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
1.	<p>QUALITATIVE AND AESTHETIC REQUIREMENTS</p> <p>(The function and aesthetic are based on all equipment i.e. furniture, soft furnishing, decoration and bathroom, sanitary ware and fitting.)</p> <p>NOTE: * Safe refers to all the legal requirements for safety e.g. Certificate of Fitness.</p> <p>Function: Use of space, seating capability, traffic flow, operational needs.</p> <p>Colour: Reflection and use of light, colour scheme and combination.</p> <p>Aesthetic: Style character emphasis (design feature).</p> <p>Ambience: To create an aesthetically pleasing environment and condition which encourage a suitable atmosphere complementary to style of service.</p>	<p>* Safe, functional, standard quality and well maintained</p>	<p>* Safe, functional, good quality and well maintained</p>	<p>* Safe, functional, very good quality and well maintained and of good taste</p> <p>* Local and appropriate decoration in common areas</p>	<p>* Safe, functional, excellent quality and taste and well maintained</p> <p>* Local appropriate decoration in common areas</p> <p>* Local decoration in bedrooms</p>	<p>* Safe, functional, highest quality and taste and well maintained</p> <p>* Local appropriate decoration in common areas</p> <p>* Local decoration in bedrooms</p>
2.	<p>COMMON AREAS</p> <p>2.1 RECEPTION AREA (hall, lounge, lobby) main entrance, facilities for the disabled.</p>	<p>1. Reception is with sitting facilities for at least 2 persons. Facilities for the disabled.</p>	<p>Reception hall with sitting facilities for at least 5 persons. Facilities for the disabled.</p>	<p>1. Well-appointed Reception hall / lounge commensurate to the size of hotel.</p> <p>2. Suitable main entrance with special provisions for the disabled.</p> <p>3. Non-smoking area is made available.</p>	<p>1. Well-appointed & well-decorated spacious lobby/lounge commensurate to the size of hotel with sitting facilities.</p> <p>2. Suitable main entrance with special provisions for the disabled.</p> <p>3. Non-smoking area is made available.</p>	<p>1. Well-appointed & well-decorated spacious lobby/lounge with sitting reading and writing area commensurate to the size of hotel with sitting facilities.</p> <p>2. Having suitable main entrance with special provisions for the disabled.</p> <p>3. Non-smoking area is made available.</p>

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	2.2 BAR	Not Provided	Not Provided	Wherever permissible by law, there should be a bar.	Wherever permissible by law, there should be a separate bar with an atmosphere of comfort.	Wherever permissible by law, there should be an elegant separate bar with an atmosphere of comfort and luxury.
	2.3 DINING ROOM / RESTAURANT / BREAKFAST ROOM	Not Provided	Not Provided	Clean, well-equipped and well-maintained dining room / restaurant, size in proportion to hotel capacity serving breakfast, lunch and dinner.	<ol style="list-style-type: none"> 1. Clean, well-equipped and well-maintained dining room / restaurant. 2. Breakfast, lunch and dinner served with varied choice of beverages. 3. High standard of decoration, furniture and service. 4. Good quality of F&B Linen: <ul style="list-style-type: none"> - napkin - table cloth - table skirting - green felt 5. F&B items: <ul style="list-style-type: none"> - glass ware - cutlery / flatware - table seating - China ware 	<ol style="list-style-type: none"> 1. Dining room / restaurant with capacity to serve all hotel guests as and when required. 2. Specialty restaurant and private dining rooms available. 3. Excellent standards with regards to cuisine (quality and variety) choice of wines and other beverages, décor, furniture and service. 4. F&B Linen <ul style="list-style-type: none"> - napkin - table cloth - table skirting - green felt 6. F&B items: <ul style="list-style-type: none"> - glass ware - cutlery / flatware - table seating - China ware
	2.4 BANQUET / CONFERENCE HALL	Not Provided	Not Provided	Meeting rooms' facility available for at least 20 persons. Prayer room available.	Banquet / conference hall with adequate conference facilities and service. Prayer room available.	Banquet / conference hall with complete conference facilities of international standards. Prayer room available.
	2.5 RESTAURANT	All Categories: Restaurant serving halal and non-halal food – separate kitchens, storage facilities, washing facilities, utensils and equipments.				

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	2.6 OUTDOOR AREA /INDOOR AREA	Not Provided	Not Provided	At least a well appointed relaxation area for hotel guests,	A common outdoor area or a spacious common terrace to create an atmosphere of comfort.	A common outdoor area such as garen, a roof garden or a spacious common terrace to create an atmosphere of comfort.
	2.7 ENTERTAINMENT / RECREATION / SPORTS	TV in common area.	At least a Radio and TV in common area.	Music and TV made available and a corner for indoors games facilities.	<ol style="list-style-type: none"> 1. Swimming pool for adult and children. 2. Swimming pool is attended by qualified lifeguard (for pool more than 5 ft) and pool attendant for shallow pool. 3. Recreation – health club gymnasium / sauna and sports facilities (outdoor and indoor). 	<ol style="list-style-type: none"> 1. Swimming pool for adult and children. 2. Swimming pool is attended by qualified lifeguard (for pool more than 5 ft) and pool attendant for shallow pool. 3. Recreation – health club gymnasium / sauna and sports facilities (outdoor and indoor).
	2.8 SANITARY INSTALLATION FOR COMMON AREAS	Public toilets (separate for ladies & gentleman) or guests ear common areas. It should be clean and in proper running order, have washing facilities with running water and always have sufficient supply of toilet paper, clean towels / hot air drier and soap. Public toilets should be labeled.	Public toilets (separate for ladies & gentleman) or guests ear common areas. It should be clean and in proper running order, have washing facilities with running water and always have sufficient supply of toilet paper, clean towels / hot air drier and soap. Public toilets should be labeled.	Public toilets (separate for ladies & gentleman) or guests ear common areas. It should be clean and in proper running order, have washing facilities with running water and always have sufficient supply of toilet paper, clean towels / hot air drier and soap. Public toilets should be labeled.	<ol style="list-style-type: none"> 1. Public toilets (separate for ladies & gentleman) for guests near common areas. 2. Should be clean and in good running order, have washing facilities with running water. 3. Sufficient supply of toilet paper, clean towels and hot air drier. 4. Soap dispenser. 5. Sanitary towel disposal facility. 6. Toilets to be labeled. 	<ol style="list-style-type: none"> 1. Public lavatories (separate for ladies & gentleman) for guests near common areas. 2. Should be clean and in good running order, have washing facilities with running water. 3. Sufficient supply of toilet paper, clean towels and automatic hot air drier. 4. Soap dispenser. 5. Sanitary towel disposal facility. 6. Toilets to be labeled.

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	2.9 PUBLIC TOILETS FOR THE DISABLED	All Categories: Public toilets for handicapped persons should be provided.				
	2.10 DUSTBINS	<p>All Categories:</p> <ol style="list-style-type: none"> 1. No dry or liquid refuse or filth of any sort shall be permitted to be deposited in any part of the hotel except in approved pattern dustbins provided for that purposes. 2. Adequate number of bins with lids to be provided. 3. All bins to be lined with plastic bags before dumping refuse into them. 4. All bins to be placed at suitable area so as to prevent contamination to foodstuff. 5. Bins used for food waste to be covered and placed at suitable location. 				
	2.11 THERMAL CONDITIOND FOR COMMON AREAS	Fan / heater for the ventilation in public rooms.	Fan / heater for the ventilation in public rooms.	Air conditioning / heater guaranteeing thermal comfort in public rooms depending on locations and situation.	Central air condition / heater guaranteeing thermal comfort depending on location and situation.	Central air condition / heater guaranteeing thermal comfort depending on location and situation.
	2.12 PUBLIC TELEPHONE	At least one telephone booth for guests uses in common areas.	At least one telephone booth for guests uses located at the reception area and / or nearby.	At least two telephone booths for guests uses located at reception area and / or nearby.	Sufficient telephone booths for guests use located at reception area and / or nearby.	Sufficient telephone booths for guests use at the lobby or nearby.
	2.13 LIFTS	Lifts are to be provided for rooms situated five floors or 60 ft and above.	Lifts are to be provided for rooms situated five floors or 60 ft and above.	<ol style="list-style-type: none"> 1. Lifts are provided where there are more than five floors or 60 ft, including ground and basements if public facilities are located in the latter. 2. Lift capacity in proportion to the room capacity. 	<ol style="list-style-type: none"> 1. Lifts are provided where there are more than five floors or 60 ft, including ground and basements if public facilities are located in the latter. 2. Lift capacity in proportion to the room capacity. 3. Separate service lift. 	<ol style="list-style-type: none"> 1. Lifts are provided where there are more than five floors or 60 ft, including ground and basements if public facilities are located in the latter. 2. Lift capacity in proportion to the room capacity. 3. Separate lift for staff, service and luggage.

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	2.14 CORRIDORS			Corridors or other space outside guests room should be covered with noise absorbing material and material used should be of "fire-proof" / have a fire retardant treatment.	Corridors or other space outside guests room should be covered with noise absorbing material and material used should be of "fire-proof" / have a fire retardant treatment.	All corridors or other space outside guests room should be covered with carpets or other noise absorbing material and material used should be of "fire-proof" / have a fire retardant treatment.																														
	2.15 CORRIDORS PRECAUTIONS	<p>All Categories:</p> <ol style="list-style-type: none"> 1. Corridors leading to guest rooms should be illuminated 24 hours and should be wide enough for emergency situations. Materials used should be of "fire-proof" / have a fire retardant treatment. 2. Fire safety requirements to be adhered to. 3. Equipped with communication system / overriding paging system. 																																		
3.	<p>BEDROOM REQUIREMENTS</p> <p>3.1 MINIMUM SIZE OF BEDROOM</p> <p>Minimum standard requirements:</p> <ul style="list-style-type: none"> • Size: 8 sq m • Height: 2.5 m <p><i>(excluding bathroom and balcony)</i></p>	<table border="0"> <tr> <td><u>Single</u></td> <td><u>Double</u></td> </tr> <tr> <td>8 sq m</td> <td>10 sq m</td> </tr> <tr> <td>2.5 m</td> <td>2.5 m</td> </tr> </table>	<u>Single</u>	<u>Double</u>	8 sq m	10 sq m	2.5 m	2.5 m	<table border="0"> <tr> <td><u>Single</u></td> <td><u>Double</u></td> </tr> <tr> <td>8 sq m</td> <td>10 sq m</td> </tr> <tr> <td>2.5 m</td> <td>2.5 m</td> </tr> </table>	<u>Single</u>	<u>Double</u>	8 sq m	10 sq m	2.5 m	2.5 m	<table border="0"> <tr> <td><u>Single</u></td> <td><u>Double</u></td> </tr> <tr> <td>10 sq m</td> <td>12 sq m</td> </tr> <tr> <td>2.5 m</td> <td>2.5 m</td> </tr> </table>	<u>Single</u>	<u>Double</u>	10 sq m	12 sq m	2.5 m	2.5 m	<table border="0"> <tr> <td><u>Single</u></td> <td><u>Double</u></td> </tr> <tr> <td>12 sq m</td> <td>14 sq m</td> </tr> <tr> <td>2.5 m</td> <td>2.5 m</td> </tr> </table>	<u>Single</u>	<u>Double</u>	12 sq m	14 sq m	2.5 m	2.5 m	<table border="0"> <tr> <td><u>Single</u></td> <td><u>Double</u></td> </tr> <tr> <td>13 sq m</td> <td>16 sq m</td> </tr> <tr> <td>2.5 m</td> <td>2.5 m</td> </tr> </table>	<u>Single</u>	<u>Double</u>	13 sq m	16 sq m	2.5 m	2.5 m
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	3.2 BEDROOM FURNITURE AND FITTINGS	<ol style="list-style-type: none"> 1. Beds with clean linen, blankets, clean pillows and mattresses. 2. Curtains. 3. Night table. 4. Writing table. 5. Cupboard / wardrobe with hangers and shelves (or drawers). 6. Mirror. 7. Ashtray. 8. Waste basket. 	<ol style="list-style-type: none"> 1. Beds with clean linen, blankets, clean pillows and mattresses. 2. Curtains. 3. Night table. 4. Writing table. 5. Cupboard / wardrobe with hangers and shelves (or drawers). 6. Mirror. 7. Ashtray. 8. Waste basket. 9. Luggage rack. 10. One guest chair. 	<ol style="list-style-type: none"> 1. Beds with clean linen, blankets, bedspread, clean pillows and mattresses. 2. Curtains. 3. Night table. 4. Table. 5. One chair and one armchair per room. 6. Cupboard / wardrobe with hangers and shelves. 7. Writing / dressing table with mirror. 8. Ashtray. 9. Waste basket. 10. Luggage rack. 11. Fridge. 12. All bedrooms furnishings to be in good quality and taste and well maintained. 	<ol style="list-style-type: none"> 1. Beds with clean linen, blankets, bedspread, clean pillows and mattresses. 2. Curtains. 3. One night table. 4. One table. 5. One chair and one armchair per room. 6. Cupboard / wardrobe with hangers and shelves. 7. Writing / dressing table with mirror. 8. Ashtray (not provided for non-smoking room). 9. Waste basket. 10. Luggage rack. 11. Fridge. 12. Extra bed upon request. 13. Hair dryer upon request. 14. All bedrooms furnishings to be in excellent quality and taste and perfectly maintained. 15. Local sarong batak for men and ladies to be provided. 	<ol style="list-style-type: none"> 1. Beds with clean linen, blankets, bedspread, clean pillows and mattresses. 2. Curtains. 3. One night table. 4. One table. 5. One chair and one armchair per room. 6. Cupboard / wardrobe with hangers and shelves. 7. Writing / dressing table with mirror. 8. Ashtray (not provided for non-smoking room). 9. Waste basket. 10. Luggage rack. 11. Fridge. 12. Extra bed and baby cot upon request. 13. Hair dryer available. 14. All bedrooms furnishings to be in excellent quality and taste and perfectly maintained. 15. Local sarong batak for men and ladies to be provided.

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3.3	ELECTRICAL EQUIPMENT	At least one electric socket with indication of voltage in each room.	<ol style="list-style-type: none"> 1. Electric socket with indication of voltage in each room. 2. Independent light for ceiling (in room without private bathroom) & bedside reading lights for each guest. 	<ol style="list-style-type: none"> 1. Electric socket with indication of voltage in each room. 2. Independent light for ceiling & bedside reading lights for each guest. 3. Reading lamp beside one armchair and beside table. 	<ol style="list-style-type: none"> 1. Electric socket with indication of voltage in each room. 2. Independent light for ceiling & bedside reading lights for each guest. 3. Reading lamp beside one armchair and beside table. 	<ol style="list-style-type: none"> 1. Electric socket with indication of voltage in each room. 2. Independent light for ceiling & bedside reading lights for each guest. 3. Good lighting beside an armchair and besides writing table / dressing table.
3.4	BEDROOM WINDOWS	All Categories: To adhere to building code set by the appropriate authority.				
3.5	BEDROOM DOORS	All Categories: Should have <ol style="list-style-type: none"> (i) Lockable doors with keys and latch / double locked from inside as additional security (ii) Each room must be numbered or otherwise marked for easy identification (iii) Must indicate the position of the room in relation to the hotel (iv) Materials used should be "fire resistant" (minimum ½ hr) 				
3.6	THERMAL CONDITIONS IN BEDROOM; VENTILATION	Fan / heater for ventilation in all rooms.	Fan / heater for ventilation in all rooms.	Air condition / heater system in all bedrooms guaranteeing thermal comfort, depending on location & situation.	Air conditioning guaranteeing thermal comfort in all bedrooms & designed so that the guests can regulate the room temperature in each room.	Air conditioning guaranteeing thermal comfort in all bedrooms & designed so that the guests can regulate the room temperature in each room.
3.7	VENTILATION IN ROOMS	All categories: Each room shall be capable of being naturally ventilated by means which can be controlled by the room occupants.				
3.8	BEDROOM COMMUNICATION SYSTEM	Communication system to be provided in every room.	Communication system to be provided in every room.	Communication system to be provided in every room.	A telephone with IDD facilities is made available in all rooms.	A telephone with IDD facilities is made available in all rooms.

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	3.9 AUDIO – VISUAL INSTALLATIONS IN BEDROOMS.	Not Provided.	Not Provided.	Radio, TV and central music system in each bedroom that can be controlled by guests.	Radio, TV and central music system in each bedroom that can be controlled by guests. An in-house video programme is made available.	Radio, TV and central music system in each bedroom that can be controlled by guests. An in-house video programme is made available.
	3.10 DRINKING WATER IN BEDROOMS	All Categories: Drinking water and glasses provided in each bedroom.				
	3.11 INFORMATION MATERIAL IN BEDROOM	All Categories: <ol style="list-style-type: none"> 1. Room tariffs, and other services provided by hotel shall be prominently displayed in each room. 2. Information on fire exit guidelines, house rules for guests, meal hours and charges are to be displayed where applicable. 				
	3.12 STATIONERY IN BEDROOM	Not Provided	Not Provided	Writing materials to be provided.	Writing materials to be provided.	Writing materials to be provided.
	3.13 SOUND – PROOFING BEDROOMS	All Categories: To adhere to the local authority standard.				
	3.14 SUITE / APARTMENTS	Not Provided	Not Provided	Not Provided	Adequate number of rooms that can be connected and thus converted into apartments or suite (with bedroom, sitting room, private dining room, etc.).	Adequate number of rooms that can be connected and thus converted into apartments or suite (with bedroom, sitting room, private dining room, etc.).

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3.15	SANITARY INSTALLATION FOR BEDROOMS	<ol style="list-style-type: none"> 1. All rooms to have running water (24 hrs) with washbasin. 2. At least one common bathroom and toilet for every six rooms without private bathroom / toilet. 3. Two toilets (ladies & gentlemen) to be provided on every floor. 4. The bathroom / toilet for ladies & gentlemen clearly labeled. 	<ol style="list-style-type: none"> 1. All rooms to have running water (24 hrs) with washbasin. 2. At least one common bathroom and toilet for every six rooms without private bathroom / toilet. 3. Two toilets (ladies & gentlemen) to be provided on every floor. 4. The bathroom / toilet for ladies & gentlemen clearly labeled. 	<ol style="list-style-type: none"> 1. All rooms with complete private bathrooms (washbasin, shower bath and toilet). 2. Bathtub with showerhead and running hot and cold water. Rooms should have a dry and wet bathroom area. 	<ol style="list-style-type: none"> 1. All rooms with complete private bathrooms (washbasin, shower bath and toilet). 2. Bathtub with showerhead with running hot and cold water. All rooms must have a dry and wet bathroom area. 3. Bathroom fittings to be of good quality. 	<ol style="list-style-type: none"> 1. All rooms with complete private bathrooms (washbasin, shower bath and toilet). 2. Bathtub with showerhead with running hot and cold water. All rooms must have a dry and wet bathroom area. 3. Bathroom fittings to be of good quality.
3.16	WATER HOSE	All Categories: Water hose / bidet or other alternatives to be provided for ablutions.				
3.17	BEDLINEN, TOWELS	<ol style="list-style-type: none"> 1. Bed linen and towels should be changed for each new guest. 2. To be changed on daily basis when occupied. 	<ol style="list-style-type: none"> 1. Bed linen and towels should be changed for each new guest. 2. To be changed on daily basis when occupied. 	<ol style="list-style-type: none"> 1. Bed linen and towels should be changed for each new guest. 2. To be changed on daily basis when occupied. 	<ol style="list-style-type: none"> 1. Bed linen and towels should be changed for each new guest. 2. To be changed on daily basis when occupied. 	<ol style="list-style-type: none"> 1. Bed linen and towels should be changed for each new guest. 2. To be changed on daily basis when occupied.
3.18	ROOM FOR THE DISABLED	All Categories: At least one room with facilities for the handicapped (e.g. lower bed, shelf, table ramps, etc.) to be provided.				

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4.	<p>SERVICES</p> <p>4.1 FOOD AND BEVERAGE SERVICE</p>	<p>1. Where there is no restaurant available a breakfast room is provided.</p> <p>2. No room service is provided.</p>	<p>1. Breakfast is served in dining room / restaurant which is reasonably maintained.</p> <p>2. No room service is provided.</p>	<p>1. Breakfast served in rooms & in dining room / restaurant.</p> <p>2. Food & beverages services provided.</p> <p>3. Room service is provided.</p>	<p>1. Breakfast served in rooms & in dining room / restaurant.</p> <p>2. Food & beverages services provided.</p> <p>3. Room service is provided.</p> <p>4. Restaurants / coffee house offering food of local & international fare are available.</p>	<p>1. Breakfast served in rooms & in dining room / restaurant.</p> <p>2. Food & beverages services provided.</p> <p>3. Room service is provided.</p> <p>4. Restaurants / coffee house offering food of local & international fare are available.</p> <p>5. Specialty restaurants – Malaysian available.</p> <p>6. Quality crockery, cutlery and glassware are used.</p>
	<p>4.2 FRONT DESK SERVICE</p>	<p>Front desk service available.</p>	<p>Front desk service available.</p>	<p>1. Reception area with 24 hrs front desk services.</p> <p>2. Paging, valet & luggage service available.</p> <p>3. Messages delivered to hotel guests.</p> <p>4. Transportation arrangements (taxis / car rental services) available.</p>	<p>1. Reception area with 24 hrs front desk services.</p> <p>2. Paging, valet & luggage service available.</p> <p>3. Messages delivered to hotel guests.</p> <p>4. Transportation arrangements (taxis / car rental services) available.</p> <p>5. Front office staff to be at least bilingual.</p>	<p>1. Reception area with 24 hrs front desk services.</p> <p>2. Paging, valet & luggage service available.</p> <p>3. Messages delivered to hotel guests.</p> <p>4. Transportation arrangements (taxis / car rental services) available.</p> <p>5. Front office staff to be at least bilingual.</p> <p>6. Limousine service is made available.</p> <p>7. Hotel's international procedures might specify that the bellboy accompany the guests to their rooms.</p>

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	4.2.1 Safety Deposit Box	Not Provided	Provided at reception counter.	Provided at reception counter. Guests have private access to boxes.	<ol style="list-style-type: none"> 1. Provided at reception counter. 2. Boxes located in special room. 3. Guests have private access to boxes. 	Individual safety deposit system in room or reception counter.
	4.2.2 Left Luggage Facilities	Not Provided	Not Provided	Left luggage facilities provided.	Left luggage facilities provided.	Left luggage facilities in proper room with luggage porter service provided.
	4.2.3 Foreign Exchange	Not Provided	Not Provided	Money exchange service provided.	Money exchange service provided. Exchange of at least 5 major foreign currencies.	Money exchange service provided. Exchange of all major foreign currencies.
	4.2.4 Business Centre	Not Provided	Not Provided	Secretarial services provided in a common office.	Secretarial services provided in a common office.	Secretarial services provided in a common office.
	4.2.5 Credit Card Facilities	Not Provided	Not Provided	Credit Card facilities available – acceptance of at least 5 major International Credit / Charge Cards.	Credit Card facilities available: <ol style="list-style-type: none"> 1. Acceptance of major International Credit / Charge Cards. 2. Guaranteed Reservation. 3. Express Check-Out and express Check-In for VIP guest. 	Credit Card facilities available: <ol style="list-style-type: none"> 1. Acceptance of major International Credit / Charge Cards. 2. Guaranteed Reservation. 3. Express Check-Out and express Check-In for VIP guest.
	4.2.6 Tourism Service	A rack for brochures provided	A rack for brochures provided and provides contact with tour operators.	Information service concerning transport, hotels, excursions & entertainment available.	Information service concerning transport, hotels, excursions & entertainment plus tourism service (travel tours, hotel booking, etc.) provided and has concierge service.	Information service concerning transport, hotels, excursions & entertainment plus tourism service (travel tours, hotel booking, etc.) provided and has concierge service.

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	4.3 SHOPPING ARCADE	Not Provided	Not Provided	Sale of newspapers, magazines, books, postcards available.	Sale of newspapers, magazines, books, postcards, tobacco & photographic films available at souvenir shop & drugstore in the hotel.	<ol style="list-style-type: none"> 1. Sale of newspapers, magazines, books, postcards, tobacco & photographic films available at souvenir shop & drugstore in the hotel. 2. A hairdressing & beauty salon is available in hotel.
	4.4 LUNDRY & VALET SERVICE	Not Provided	Laundry service provided.	Laundry service provided.	<ol style="list-style-type: none"> 1. Laundry same day service provided. 2. Valet service available. 	<ol style="list-style-type: none"> 1. Laundry same day service provided. 2. Valet service available.
	4.5 MEDICAL SERVICE	All Categories: Medical practitioner available on call.				
	4.6 FIRST-AID FACILITIES	All Categories: Provision of first aid box containing medicine, ointment, bandages, etc.				
5.	<p>SAFETY STANDARD AND HYGIENE</p> <p>5.1 FIRE, ELECTRICITY AND OTHER SAFETY FACILITIES; SECURITY.</p>	<ol style="list-style-type: none"> 1. Fire-fighting facilities and guidelines must be established & clearly indicated: <ul style="list-style-type: none"> ✓ "Mimic Diagram" of the escape route to be displayed at the lobby and the rooms. ✓ Exit sign lighting at stairways and other areas. ✓ Emergency lighting at corridors, lobby and stairways. ✓ Control room at main entrance. ✓ Liquid Petroleum Gas (LPG) piping and fitting. 2. Adequate fire-fighting equipment (any of these) <ul style="list-style-type: none"> ✓ Sprinkler / detector. ✓ Wet riser / dry riser with hose and nozzle. ✓ Hose reel with nozzle. ✓ Break glass. ✓ Kitchen hood protection – Carbon dioxide system / Wet chemical, etc. 3. In accordance with local fire-fighting and fire prevention laws – Uniform Building By Laws 1984. 4. All electric facilities must be installed and maintained according to local electrical safety laws. 5. Adequate security must be provided on a 24 hours basis. 				

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5.2	EMERGENCY POWER SUPPLY	Rooms have candles and / or battery lamps in the event of power failure.	Rooms have candles and / or battery lamps in the event of power failure.	Standby generator available to provide basic light and power in emergency cases.	Standby generator sufficient to generate power to operate corridor and public room lights and emergency lift.	Standby generator sufficient to generate power to operate corridor and public room lights and emergency lift.
5.3	KITCHEN	All Categories: <ol style="list-style-type: none"> 1. Food prepare within hotel must comply with hygienic requirements of the Health Authorities. 2. Kitchen pantry and cold storage to be accordance with the requirements of the Health Authorities. 3. Separate cooking, washing, storage area and utensils for halal and non-halal food. 				
5.4	FOOD STORAGE					
5.4.1	Refrigeration	If food is supplied, adequate refrigeration should be provided.	Freezer and / or cold storage for food.	Refrigerator, freezer and / or cold storage for food.	Refrigerator, freezer and / or cold storage for food.	Refrigerator, freezer and / or cold storage for food.
5.4.2	Separate Compartments	All Categories: Where food stuff is stored, correct temperature should be maintained and there should be separate compartments for the storage of raw and cooked food.				
5.5	FOOD PROTECTION	<ol style="list-style-type: none"> 1. Proper rat-proof storeroom. 2. Rack for foodstuff to be placed above the floor level. 3. Cooked foodstuff should be covered from dust and vermin at all times. 4. The premise should be free from insects and vermin at all times. 				
5.6	REFUSE	All Categories: All refuse and garbage must be disposed off daily from the premises. The refuse area and containers shall be kept in a sanitary condition.				
5.7	INSECT AND VERMIN PROTECTION	All Categories: All Good and effective protection against insect and vermin in all areas of hotel.				

MINIMUM REQUIREMENTS FOR STAR RATING OF HOTELS

NO.	CRITERIA	1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
6.	STAFF					
	6.1 NUMBER OF STAFF	All Categories: Adequate number of staff in accordance with expected service in each category.				
	6.2 QUALIFICATION OF STAFF					
	6.2.1 General Qualification	All Categories: Hotel employees who work for the business service and technical departments should be professionally qualified, as required by hotel and / or government policy and regulation.				
	6.2.2 Language	Bilingual receptionist.	Bilingual receptionist.	Main staff (management, reception staff, head waiters and house-keepers) should be bilingual in a language that corresponds to the predominant foreign clientele.	Main staff (management, reception staff, head waiters and house-keepers) should be bilingual in a language that corresponds to the predominant foreign clientele.	Main staff (management, reception staff, head waiters and house-keepers) should be bilingual in a language that corresponds to the predominant foreign clientele.
	6.2.3 Mode of Greeting	All Categories: Staff should greet guests the Malaysian way, i.e. by positioning the right palm over one's heart and bowing slightly.				
	6.3 STAFF UNIFORM	Not Provided	Not Provided	Frontline staff in hotels should wear clean, comfortable and practical uniforms that reflect designs of the local culture and tradition. Frontline staff in non-resort should wear clean and comfortable uniforms that reflect designs of the local culture and tradition and the requirements of the hotel in line with international standards.		
	6.4 MEDICAL EXAMINATION OF STAFF	All Categories: Staff to be medically examined periodically as required by the health authority.				
	6.5 STAFF FACILITIES					
	6.5.1 Sanitary Installations	All Categories: Separate, adequate and hygienic sanitary installation for staff (toilet, wash-basin, shower, bathroom, etc.).				
	6.5.2 Rest Area & Changing Rooms	Not Provided	Separate rest room and changing room for staff.	Separate rest room and changing room for staff.	Separate rest room and changing room for staff.	Separate rest room and changing room for staff.

MINIMUM REQUIREMENTS FOR STAR RATING OF HOTELS

NO.	CRITERIA	1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
	6.5.3 Staff Canteen	Not Provided	Not Provided	Not Provided	Staff canteen is provided.	Staff canteen is provided.
	6.6 SURAU <i>(prayer room and the indication of Kiblat)</i>	All Categories: Every hotel is expected to provide a facility to pray / common prayer room (separate for ladies and gentlemen) and in each room the direction of "Kiblat" should be clearly indicated.				
	6.7 STAFF TRAINING	All Categories: All staff must be sent for continuous training with certification.				