

**MINIMUM REQUIREMENTS FOR STAR RATING OF HOTEL APARTMENT**

APPENDIX A

NO.	CRITERIA			THREE STAR		FOUR STAR		FIVE STAR	
1.	<p><b>APARTMENT UNIT</b></p> <p>1.1 MINIMUM SIZE OF BEDROOM</p> <p>Minimum standard requirements</p> <ul style="list-style-type: none"> <li>• Size : 8 sq m</li> <li>• Height : 2.5 m</li> </ul> <p>(excluding bathroom and balcony)</p>		<ul style="list-style-type: none"> <li>• -Studio</li> <li>• -One bed room</li> <li>• -Two bed rooms</li> <li>• -Three Bed rooms</li> </ul>	Single	Double	Single	Double	Single	Double
				10 sq m 2.5 M	12 sq m 2.5 M	12 sq m 2.5 M	14 sq m 2.5 M	13 sq m 2.5 M	16 sq m 2.5 M
	<p>1.2 BEDROOM FURNITURE AND FITTINGS (<i>must be all units</i>)</p>			<ol style="list-style-type: none"> <li>1. Bed with clean linen, blankets, bedspread, clean pillows and mattresses.</li> <li>2. Curtains</li> <li>3. Night table</li> <li>4. Table</li> <li>5. One chair and one armchair per room</li> <li>6. Cupboard/wardrobe with hangers and shelves</li> <li>7. Writing/dressing table with mirror</li> <li>8. Ashtray</li> <li>9. Waste-basket</li> <li>10. Luggage-rack</li> <li>11. Fridge</li> <li>12. All bedroom furnishings to be of good quality, and taste and well maintained</li> </ol>	<ol style="list-style-type: none"> <li>1. Bed with clean linen, blankets, bedspread, clean pillows and mattresses</li> <li>2. Curtains</li> <li>3. Night table</li> <li>4. Table</li> <li>5. One chair and one arm chair per room</li> <li>6. Cupboard/wardrobe with hangers and shelves</li> <li>7. Writing/dressing table with mirror</li> <li>8. Ashtray ( not provided for non-smoking room)</li> <li>9. Waste-basket</li> <li>10. Luggage-rack</li> <li>11. Fridge</li> <li>12. Extra bed upon request</li> <li>13. Hair dryer upon request</li> <li>14. All bedroom furnishings to be of excellent quality, and taste and well maintained</li> <li>15. Elements of Batek / Batik Sarong</li> </ol>	<ol style="list-style-type: none"> <li>1. Bed with clean linen, blankets, bedspread, clean pillows and mattresses</li> <li>2. Curtains</li> <li>3. Night table</li> <li>4. Table</li> <li>5. One chair and one arm chair per room</li> <li>6. Cupboard/wardrobe with hangers and shelves</li> <li>7. Writing/dressing table with mirror</li> <li>8. Ashtray ( not provided for non-smoking room)</li> <li>9. Waste-basket</li> <li>10. Luggage-rack</li> <li>11. Fridge</li> <li>12. Iron</li> <li>13. Iron board</li> <li>14. Extra bed upon request</li> <li>15. Hair dryer upon request</li> <li>16. All bedroom furnishings to be of excellent quality, and taste and well maintained</li> <li>17. Elements of Batek / Batek Sarong</li> </ol>			

**MINIMUM REQUIREMENTS FOR STAR RATING OF HOTEL APARTMENT**

NO.	CRITERIA			THREE STAR	FOUR STAR	FIVE STAR
1.2 (a)	BUILT IN KITCHEN/COOKING FACILITIES			<ol style="list-style-type: none"> <li>1. Hot Plates</li> <li>2. Refrigerator/Freezer</li> <li>3. Exhaust Hoods</li> <li>4. Toaster, glassware</li> <li>5. Crockery/cutlery</li> <li>6. Permanent cooking facilities</li> <li>7. All cooking facilities to be of good quality, and taste and well maintained.</li> </ol>	<ol style="list-style-type: none"> <li>1. Hot Plates</li> <li>2. Refrigerator/Freezer</li> <li>3. Exhaust Hoods</li> <li>4. Toaster, glassware</li> <li>5. Crockery/cutlery</li> <li>6. Permanent cooking facilities</li> <li>7. Dishwasher</li> <li>8. All cooking facilities to be of very good quality, and taste and well maintained.</li> </ol>	<ol style="list-style-type: none"> <li>1. Hot Plates</li> <li>2. Refrigerator/Freezer</li> <li>3. Exhaust Hoods</li> <li>4. Toaster, glassware</li> <li>5. Crockery/cutlery</li> <li>6. Permanent cooking facilities</li> <li>7. Dishwasher</li> <li>8. All cooking facilities to be of excellent quality, and taste and well maintained.</li> </ol>
1.3	ELECTRICAL EQUIPMENT			<ol style="list-style-type: none"> <li>1. Electric socket with indication of voltage in each room</li> <li>2. Independent light for ceiling (in room without private bathroom) &amp; besides reading light for each guest</li> <li>3. Reading lamp beside one armchair and beside table</li> </ol>	<ol style="list-style-type: none"> <li>1. Electric socket with indication of voltage in each room</li> <li>2. Independent light for ceiling (in room without private bathroom) &amp; besides reading light for each guest</li> <li>3. Reading lamp beside one armchair and beside table</li> </ol>	<ol style="list-style-type: none"> <li>1. Electric socket with indication of voltage in each room</li> <li>2. Independent light for ceiling (in room without private bathroom) &amp; besides reading light for each guest</li> <li>3. Good lighting beside an armchair and beside writing table/dressing table</li> </ol>
1.4	BEDROOM WINDOWS	All categories: To adhere to building code set by the appropriate authority				
1.5	BEDROOM DOORS	All categories: Should have (i) Lockable doors with key 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 use should be "fire resistant" (minimum ½ hr)				

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1.6	THERMAL CONDITIONS IN BEDROOM, VENTILATION			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
1.7	VENTILATION IN ROOMS	All categories: Each room shall be capable of being naturally ventilated by means which can be controlled by the room occupants.				
1.8	BEDROOM COMMUNICATION SYSTEM			Communication system to be provided in every room	Telephone with IDD facilities is made available in all rooms	Telephone with IDD facilities is made available in all rooms
1.9	AUDIO-VISUAL INSTALLATIONS IN BEDROOMS			<ol style="list-style-type: none"> <li>Radio, TV and central music systems in each bedroom which can be controlled by the guest.</li> <li><i>DVD / VCD players and satellite TV broadband services (min 8 channels)</i></li> </ol>	<ol style="list-style-type: none"> <li>Radio, TV and central music systems in each bedroom which can be controlled by the guest. An in-house video programmed is made available</li> <li><i>DVD/VCD players and satellite TV broadband services (min. of 8 channels)</i></li> </ol>	<ol style="list-style-type: none"> <li>Radio, TV and central music systems in each bedroom which can be controlled by the guest. An in-house video programmed is made available</li> <li><i>DVD/VCD players and satellite TV broadband services (min. of 8 channels)</i></li> </ol>
1.10	DRINKING WATER IN BEDROOMS	All categories: Drinking water and glasses provided in each bedroom				

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1.11	INFORMATION MATERIAL IN BEDROOM	All categories: 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.				
1.12	STATIONERY IN BEDROOMS			Writing materials to be provided	Writing materials to be provided	Writing materials to be provided
1.13	SOUND-PROOFING BEDROOM	All categories: To adhere to the local authority standard				
1.14	SANITARY INSTALLATION FOR BEDROOMS			1. All rooms with complete private bathrooms, (washbasin, shower and bath and toilet) 2. Bathtub with showerhead and running hot and cold water. Rooms should have a dry and wet bathroom area.	1. All rooms with complete private bathrooms(wash basin, shower and bath and toilet) 2. Bath tub with showerhead with running hot and cold water. All rooms must have ad dry and wet bathroom area. 3. Bathroom fitting to be of good quality.	1. All rooms with complete private bathrooms(wash basin, shower and bath and toilet) 2. Bath tub with showerhead with running hot and cold water. All rooms must have ad dry and wet bathroom area. 3. Bathroom fitting to be of good quality.
1.15	WATER HOSE:	All categories: Water hose/bidet or other alternatives to be provided for ablutions				
1.16	BEDLINEN, TOWELS			1. Bed linen and towels should be changed for each new guest 2. To be changed on daily basis when occupied	1. Bed linen and towels should be changed for each new guest 2. To be changed on daily basis when occupied	1. Bed linen and towels should be changed for each new guest 2. To be changed on daily basis when occupied
1.17	ROOM FOR THE DISABLED	All categories: At least one room with facilities for the handicapped (eg. Lower bed, shelf, table, ramps, etc) to be provided				

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2.	<p><b><u>SERVICES</u></b></p> <p>2.1 FOOD AND BEVERAGE SERVICE</p>			<p>1. Breakfast served in rooms &amp; in dining room/restaurant</p> <p>2. Food &amp; beverages service provided</p> <p>3. Room service is provided</p>	<p>1. Breakfast served in rooms &amp; in dining room/restaurant</p> <p>2. Food &amp; beverages service provided</p> <p>3. Room service is provided</p> <p>4. Restaurants / coffee house offering food of local &amp; international fare are available</p>	<p>1. Breakfast served in rooms &amp; in dining room/restaurant</p> <p>2. Food &amp; beverages service provided</p> <p>3. Room service is provided</p> <p>4. Restaurants / coffee house offering food of local &amp; international fare are available</p> <p>5. Specialty restaurants – Malaysian available</p> <p>6. Quality crockery, cutlery + glassware are used</p>
	<p>2.2 <i>HOUSEKEEPING SERVICES (Minimum Frequency)</i></p>	<i>3 times weekly</i>				<i>On daily basis</i>
	<p>2.3 FRONT DESK SERVICE</p> <p>2.3.1 SAFETY DEPOSIT BOX</p>			<p>Provided at reception counter. Guest have private access to boxes, link in a bank</p>	<p>1. Provided at reception counter</p> <p>2. Boxes located in special room</p> <p>3. Guests have private access to boxes, like in a bank</p>	<p>Individual safety deposit system in room or reception counter</p>

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	2.3.2 LEFT-LUGGAGE FACILITIES			Left-luggage facilities provided	Left-luggage facilities provided  At least one porter (Bell Boy) service provided	Left-luggage facilities in proper room  At least two luggage porter (Bell Boy) service provided
	2.3.3 FOREIGN EXCHANGE			Money exchange service provided	Money exchange service provided. Exchange of at least 5 major foreign currencies.	Money exchange service provided. Exchange of at least 5 major foreign currencies.
	2.3.4 BUSINESS CENTRE			Secretarial services provided in a common office	Secretarial services provided in a common office	Secretarial services provided in a common office

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	2.3.5 CREDIT CARD FACILITIES			Credit card facilities available – acceptance of at least 5 major International Credit/Charge Cards	Credit car facilities available: i. Acceptance of major International Credit / Charge Cards ii. Guaranteed Reservation iii. Express Check-Out and express Check-In for VIP guest	Credit car facilities available: i. Acceptance of major International Credit / Charge Cards ii. Guaranteed Reservation iii. Express Check-Out and express Check-In for VIP guest
	2.3.6 TOURISM SERVICE			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
2.4	PUBLIC UTILITY – CONVENIENT STORE			Sale of newspapers, magazines, books, postcards available	1. Sale of newspapers, magazines, books, postcards, tobacco photographic films available at souvenir shop & drugstore in the hotel.	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.

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2.5	LAUNDRY & VALET SERVICE			Laundry services provided	1. Laundry same day service provided 2. Valet service available	1. Laundry same day service provided 2. Valet service available
2.6	MEDICAL SERVICE	All Categories: Medical practitioner available on call				
2.7	FIRST AID FACILITIES:	All categories: Provision on first aid box containing medicine, ointment, bandages etc.				

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3.	<b><u>COMMON AREAS</u></b>					
3.1	Reception area (hall, lounge, lobby) main entrance, facilities for the disabled.			<ol style="list-style-type: none"> <li>1. Well appointed Reception hall/lounge commensurate to the size of hotel.</li> <li>2. Suitable main entrance with special provisions for the disabled.</li> <li>3. Non-smoking area is made available.</li> </ol>	<ol style="list-style-type: none"> <li>1. Well appointed &amp; well decorated Spacious lobby/lounge commensurate to the size of hotel with sitting facilities.</li> <li>2. Suitable main entrance with special provisions for the disabled.</li> <li>3. Non-smoking area is made available.</li> </ol>	<ol style="list-style-type: none"> <li>1. Well appointed &amp; well decorated spacious lobby/lounge with sitting reading and writing area commensurate to the size of hotel.</li> <li>2. Having a suitable main entrance with special provisions for the disabled.</li> <li>3. Non-smoking area is made available.</li> </ol>
3.2	BAR			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.

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3.3	DINING ROOM/RESTAURANT/ BREAKFAST ROOM / <i>RESIDENTS LOUNGE</i>			Clean, well equipped and well maintained dining room/restaurant/ <i>residents lounge</i> , size in proportion to hotel capacity serving breakfast, lunch and dinner.	<ol style="list-style-type: none"> <li>1. Clean, well equipped and well maintained dining room/restaurant/<i>residents lounge</i></li> <li>2. Breakfast, lunch and dinner served with varied choice of beverages</li> <li>3. High standard of decoration, furniture and service</li> <li>4. Good quality of F&amp;B Linen                             <ul style="list-style-type: none"> <li>- napkin</li> <li>- table cloth</li> <li>- table skirting</li> <li>- green felt</li> </ul> </li> <li>5. F&amp;B items                             <ul style="list-style-type: none"> <li>- glass ware</li> <li>- cutlery/flatware</li> <li>- table seating</li> <li>- China ware</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. Dining room/restaurant/residents lounge with capacity to serve all hotel guests as and when required</li> <li>2. Specialty restaurant &amp; private dining rooms</li> <li>3. Excellent standards with regards to cuisine (quality and variety) choice of wines &amp; other beverages, décor, furniture &amp; service</li> <li>4. Excellent quality of F&amp;B Linen                             <ul style="list-style-type: none"> <li>- napkin</li> <li>- table cloth</li> <li>- table skirting</li> <li>- green felt</li> </ul> </li> <li>5. F&amp;B items                             <ul style="list-style-type: none"> <li>- glass ware</li> <li>- cutlery/flatware</li> <li>- table seating</li> <li>- China ware</li> </ul> </li> </ol>
3.4	BANQUET/CONFERENCE HALL ( <i>additional</i> )			Meeting rooms facility available for at least 20 person. 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.

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3.5	RESTAURANT	All Categories: Restaurants serving halal and non-halal food – separate kitchens, storage facilities, washing facilities, utensils and equipments				
3.6	OUTDORR AREA/INDOOR AREA			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 garden, a roof garden or a spacious common terrace to create an atmosphere of comfort
3.7	ENTERTAINMENTS/RECREATION/SPORTS			Music and TV made available and a corner for indoor games facilities.	<ol style="list-style-type: none"> <li>1. Swimming pool for adult &amp; children.</li> <li>2. Swimming pool is attended by qualified life guard for pools (more than 5 ft) and pool attendant for shallow pool.</li> <li>3. Recreation – health club gymnasium/ sauna and facilities (outdoor and indoor).</li> </ol>	<ol style="list-style-type: none"> <li>1. Swimming pool for adult &amp; children.</li> <li>2. Swimming pool is attended by qualified life guard for pools (more than 5ft) and pool attendant for shallow pool.</li> <li>3. Recreation – health club gymnasium/ sauna and facilities (outdoor and indoor)</li> </ol>

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3.8	SANITARY INSTALLATION FOR COMMON AREAS			Public toilets (separate for ladies & gentlemen) for guests near common areas. They should be clean & 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"> <li>1. Public toilets (separate for ladies &amp; gentlemen) for guests near common areas.</li> <li>2. Should be clean &amp; in good running order, have washing facilities with running water.</li> <li>3. Sufficient supply of toilet paper, clean towels and hot air drier.</li> <li>4. Soap dispenser.</li> <li>5. Sanitary towel disposal facility.</li> <li>6. Toilets to be labeled.</li> </ol>	<ol style="list-style-type: none"> <li>1. Public toilets (separate for ladies &amp; gentlemen) for guests near common areas.</li> <li>2. Should be clean &amp; in good running order, have washing facilities with running water.</li> <li>3. Sufficient supply of toilet paper, clean towels and hot air drier.</li> <li>4. Soap dispenser.</li> <li>5. Sanitary towel disposal facility.</li> <li>6. Toilets to be labeled</li> </ol>
3.8.1	PUBLIC TOILETS FOR THE DISABLED	All Categories: Public toilets for handicapped persons should be provided.				

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3.9	DUSTBINS	All Categories: <ol style="list-style-type: none"> <li>1. No dry or liquid refuse or fifth of any sort shall be permitted to be deposited in any part of the hotel except in approved pattern dustbins provided for that purpose.</li> <li>2. Adequate number of bins with lids to be provided.</li> <li>3. All bins to be lined with plastic bags before dumping refuse into them.</li> <li>4. All bins to be placed at suitable area so as to prevent contamination to foodstuff.</li> <li>5. Bins used for food waste to be covered and placed at suitable location.</li> </ol>				
3.10	THERMAL CONDITIONS FOR COMMON AREAS			Air condition/heater guaranteeing thermal comfort in public rooms depending on location 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.
3.11	PUBLIC TELEPHONE			At least two telephone booth for guests use located at the reception area an/or nearby.	Sufficient telephone booths for guests use located at the reception area an/or nearby.	Sufficient telephone booths for guests use located at the reception area an/or nearby
3.12	LIFTS			<ol style="list-style-type: none"> <li>1. Lifts are provided where there are more than five floors or 60ft, including ground and basement if public facilities are located in the latter.</li> <li>2. Lift capacity in proportion to the room capacity.</li> </ol>	<ol style="list-style-type: none"> <li>1. Lifts are provided where there are more than five floors or 60ft, including ground and basement if public facilities are located in the latter.</li> <li>2. Lift capacity in proportion to the room capacity.</li> <li>3. Separate service lift.</li> </ol>	<ol style="list-style-type: none"> <li>1. Lifts are provided where there are more than five floors or 60ft, including ground and basement if public facilities are located in the latter.</li> <li>2. Lift capacity in proportion to the room capacity.</li> <li>3. Separate service lift.</li> </ol>

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NO.	CRITERIA			THREE STAR	FOUR STAR	FIVE STAR
3.13	CORRIDORS			1. Corridors or other space outside guest room should be covered with noise absorbing material and material used should be of <i>"fire-rated"</i> /should have a fire retardant treatment.	1. Corridors or other space outside guest room should be covered with noise absorbing material and material used should be of <i>"fire-rated"</i> /should have a fire retardant treatment	1. All corridors or other space outside guest room should be covered with carpets or other noise absorbing material and material used should be of <i>"fire-rated"</i> /should have a fire retardant treatment
3.14	CORRIDORS PRECAUTIONS	All categories: 1. Corridors leading to guest rooms should be illuminated 24 hours and should be wide enough for emergency situations. Material used should be of <i>"fire-rated"</i> /should have fire retardant treatment. 2. Fire safety requirements to be adhered to. 3. Equipped with communication system/overriding paging system				

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4.	<p><b>QUALITIVE AND AESTHETIC REQUIREMENTS</b>                      (The function and aesthetic are based on all equipment i.e. furniture, soft furnishing, decoration and bathroom, sanitary were and fitting.</p> <p>Note:* Safe refers to all the legal Requirements for safety eg. Certificate of Fitness.</p> <p>Function: Use of space, seating capability, traffic flow, operational needs.</p> <p>Color: Reflection and use of light, color scheme and combination</p> <p>Aesthetic: Style character emphasize (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, very good quality and well maintained 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>

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5.	<p><b><u>SAFETY STANDARDS AND HYGINE</u></b></p> <p>5.1 FIRE ELECTRICITY AND OTHER SAFETY FACILITIES</p>	<p>1. Fire-fighting facilities and guidelines must be established and clearly indicated:</p> <ul style="list-style-type: none"> <li>• "Mimic diagram" of the escape route must be established at the lobby and the rooms</li> <li>• Exit sign lighting at stairways and other areas</li> <li>• Emergency lighting at corridors, lobby and stairways</li> <li>• Control room at main entrance</li> <li>• Liquid Petroleum Gas (LPG) piping and fittings</li> </ul> <p>2. Adequate fire-fighting equipment (any of these)</p> <ul style="list-style-type: none"> <li>• Sprinkler/detector</li> <li>• Wet riser/dry riser with hose and nozzle</li> <li>• Hose reel with nozzle</li> <li>• Break Glass</li> <li>• Kitchen hood protection – Carbon dioxide system/wet chemical etc</li> </ul> <p>3. In accordance with local fire-fighting and fire prevention laws-Uniform Building By Laws 1984 and <i>Fire Service Act 1988</i></p> <p>4. All electrical facilities must be installed and maintained according to local electrical safety laws.</p> <p>5. Adequate security must be provided on a 24 hours basis</p>				
5.2	EMERGENCY POWER SUPPLY			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.

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5.3	KITCHEN	All Categories: 1. Food prepared within hotel must comply with the hygienic requirements of the Health Authorities 2. Kitchen pantry and cold storage to be in 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			Refrigerator, freezer and/cold storage for food	Refrigerator, freezer and/cold storage for food	Refrigerator, freezer and/cold storage for food
	5.4.2 SEPARATE COMPARTMENTS	All Categories: Where food stuff is stored, correct temperature should be maintained & there should be separate compartments for the storage of raw and cooked food.				
5.5	FOOD PROTECTION	1. Proper rat-proof store room 2. Rack for food stuff to be placed above the floor level 3. Cooked food stuff 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 room premises. The refuse area and containers shall be kept in sanitary condition.				
5.7	INSECT AND VERMIN PROTECTION	All Categories: Good and effective protection against insect and vermin in all				

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6.	<u>STAFF</u>					
6.1	NUMBER OF STAFF	All Categories: Adequate number of staff in accordance with expected service in each category				
6.2	<u>QUALIFICATION OF THE STAFF</u>					
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	<u>LANGUAGE</u>			Main staff (management, reception staff, head waiters house-keepers) should be bilingual in a language that corresponds to the predominant foreign clientele	Main staff (management, reception staff, head waiters house-keepers) should be bilingual in a language that corresponds to the predominant foreign clientele	Main staff (management, reception staff, head waiters house-keepers) should be bilingual in a language that corresponds to the predominant foreign clientele
6.2.3	MODE OF GREETINGS	<i>Staff should greet guests using any form of greetings (According to local/national cultures)</i>				

**MINIMUM REQUIREMENTS FOR STAR RATING OF HOTELS APARTMENTS**

NO.	CRITERIA			THREE STAR	FOUR STAR	FIVE STAR
6.3	STAFF UNIFORM			<p>Frontline staff in hotels should wear clean, comfortable and practical uniforms that reflect designs of the local culture and tradition.</p> <p>Frontline staff in non-resort hotels 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.</p>		
6.4	MEDICAL EXAMINATION OF STAFF	All Categories: Staff to be medically examined periodically as required by the health authority.				
6.5	<b><u>STAFF FACILITIES</u></b>					
	6.5.1 SANITARY INSTALLATIONS	All Categories: Separate, adequate and hygienic sanitary installation for staff (Toilet, wash-basin, shower, bathrooms etc)				
	6.5.2 REST AREA & CHANGING ROOMS			Separate rest room and changing room for staff	Separate rest room and changing room for staff	Separate rest room and changing room for staff
	6.5.3 STAFF CANTEEN	Additional facilities (NOT COMPULSORY)				
6.6	SURAU (Prayer room and the indication of Kiblat	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 hospitality training with certification.				