



LAMPIRAN A

PROPOSED BOUTIQUE HOTEL CRITERIA



Proposed Boutique Hotel Criteria

Rated 5★ hotel

No. of Rooms: **10 - 100**

Minimum room rate: **RM1,000++**

Additional rating: **Thematic, exquisite décor, warmth, luxurious furniture and fittings, intimate and unique atmosphere**

Staff ratio – **1 : 1 (1 staff per 1 guestroom)**

QUALITATIVE AND AESTHETIC REQUIREMENTS – 6 POINTS

NO	QUALITY AREAS	5★ REQUIREMENTS	BOUTIQUE HOTEL REQUIREMENTS
1.	1.1 AMBIANCE	<ul style="list-style-type: none"> • Safe, functional, highest quality and taste and well-maintained 	<ul style="list-style-type: none"> • Appropriate use of space, seating, traffic flow and practical for operational needs in all areas. • Creation of a pleasant ambiance and environment • Intimate, privacy and unique atmosphere
	1.2 DECORATION	<ul style="list-style-type: none"> • Local and appropriate decoration in common areas • Local decoration in bedrooms 	<ul style="list-style-type: none"> • Exquisite décor • Exceptional and consistent themes and concepts in all areas. • Luxury furniture and fittings

COMMON AREA FACILITIES – 13 points

NO	QUALITY AREAS	5★ REQUIREMENTS	BOUTIQUE HOTEL REQUIREMENTS
2.	2.1 RECEPTION AREA	<ul style="list-style-type: none"> Well-appointed and well decorated spacious lobby / lounge reading and writing area, commensurate to the size of hotel Suitable main entrance with special provisions for the disabled An elegant bar with an atmosphere of comfort and luxury 	-
	2.2 OUTDOOR AREA	<ul style="list-style-type: none"> A common outdoor area such as garden, a roof garden or a spacious common terrace to create an atmosphere of comfort 	-
	2.3 BUSINESS CENTRE	<ul style="list-style-type: none"> Business Centre provided in a private office 	-
	2.4 SECRETARIAL SERVICES	N/A	<ul style="list-style-type: none"> Secretarial services provided
	2.5 RESTAURANT FACILITIES	<ul style="list-style-type: none"> Dining room / restaurant with capacity to serve all hotel guests as and when required Specialty restaurant & private dining rooms available Excellent standard with regards to cuisine (quality and variety) choice of wines & other beverages, décor, furniture and services F & B linen – napkin, table cloth, table skirting, green felt (if there are recycled materials) F & B items – glassware, cutlery/flatware, table seating, china ware 	<ul style="list-style-type: none"> At least one fine dining restaurant with capacity to serve all hotel guests and when required Highest quality of class cutlery and crockery Glassware of highest quality Highest quality china ware Butler service made available 24 hours room service
	2.6 RESTAURANT MENU	N/A	<ul style="list-style-type: none"> Excellent standard cuisines (quality and variety), choice of wines and other beverages Special menu according to guests' dietary needs and requirements Full American breakfast with option of breads

COMMON AREA FACILITIES

NO	QUALITY AREAS	5★ REQUIREMENTS	BOUTIQUE HOTEL REQUIREMENTS
	2.7 ENTERTAINMENT / RECREATION	<ul style="list-style-type: none"> Swimming pool for adult & children (attended by life guard for pools if more than 4.5 ft. or pool attendant for shallow pool) Recreation – health club/gymnasium / sauna facilities (outdoor and indoor) Creation of activities in promoting culture and traditional performance in local ways of life to be encouraged Local artists are to be given priority to perform in the hotel 	<ul style="list-style-type: none"> Spa facilities to be provided Massage chair / masseur to be made available Fitness trainer to be made available upon request
	2.8 SANITARY INSTALLATION FOR COMMON AREAS	<ul style="list-style-type: none"> Public toilets (separate for ladies & gentlemen (for guests near common areas Should be clean & in good running order, have washing facilities with water saving technique The use of press (water-saving) water hose Sufficient supply of toilet paper (made of recycled material), clean towels and automatic hot air drier Advisable to use bio-degradable liquid dispenser shampoo Sanitary paper towel disposal facility Public toilets to be labeled 	-
	2.9 TOILET FOR THE DISABLED	<ul style="list-style-type: none"> Public toilets for disabled persons to be provided and clearly labeled. 	-
	2.10 THERMAL CONDITION	<ul style="list-style-type: none"> Central air conditioning guaranteeing thermal comfort depending on location and situation 	-

COMMON AREA FACILITIES

NO	QUALITY AREAS	5★ REQUIREMENTS	BOUTIQUE HOTEL REQUIREMENTS
	2.11 LIFTS	<ul style="list-style-type: none"> Lifts are to be provided where there are more than 5 floors or 60ft, including ground and basement if public facilities are located at these levels Lift capacity in proportion to the room capacity Separate lift for staff, service and luggage 	-
	2.12 CORRIDORS	<ul style="list-style-type: none"> Corridors or space outside guest room should be covered with noise absorbing material and material used should be of “fire proof” / should have a fire retardant treatment 	-
	2.13 CORRIDOR PRECAUTIONS	<ul style="list-style-type: none"> Corridors heading to guests rooms must be illuminated 24 hours Equipped with communication system/overriding paging system Adhere to fire safety requirements – fire proof / fire retardant 	-
	2.14 CONFERENCE / MEETING FACILITIES	<ul style="list-style-type: none"> Conference Hall with complete conference facilities of international standards. Prayer room available 	<ul style="list-style-type: none"> Meeting room for at least 50 people
	2.15 LIBRARY / READING FACILITIES	N/A	<ul style="list-style-type: none"> Private library / reading room are provided

BEDROOM FACILITIES – 12 points

NO	QUALITY AREAS	5★ REQUIREMENTS	BOUTIQUE HOTEL REQUIREMENTS
3.	Maximum no. of rooms	N/A	100
	3.1 MINIMUM SIZE OF BEDROOM	Size = 36 sq m, Height = 2.5 M	36 sqm - 50 sqm including bathroom
	3.2 MINIMUM ROOM RATE	RM 380++	RM 1,000++
	3.3 FURNITURE AND FITTINGS	<ul style="list-style-type: none"> • Beds with high quality of spring mattress, • Clean linen, blankets, clean pillows and mattresses <p>High quality furniture and fittings consist of the following:</p> <ul style="list-style-type: none"> ✓ Curtain ✓ One night table ✓ Writing table ✓ wardrobe with hangers and shelves ✓ Luggage rack ✓ Fridge available ✓ Arm sofa/chair ✓ Extra bed upon request 	<ul style="list-style-type: none"> • Bed with highest quality of mattress • Luxury furniture and fittings consist of the following: <ul style="list-style-type: none"> ✓ At least 2-layers of curtain – day and night ✓ Writing/dressing table with mirror ✓ Coffee table ✓ Fridge/Mini-bar ✓ L-shape sofa ✓ Preferred newspaper to be delivered to guestroom



BEDROOM FACILITIES

NO	QUALITY AREAS	5★ REQUIREMENTS	BOUTIQUE HOTEL REQUIREMENTS
	3.4 BED LINEN	<ul style="list-style-type: none"> • Clean bed linen, blankets, bedspread and pillows. • Bed linens and towels must be changed for each new guest. 	<ul style="list-style-type: none"> • Pillow menu to be provided
	3.5 ELECTRICAL EQUIPMENT	<ul style="list-style-type: none"> • Electric socket with indication of voltage in each room • Independent light for ceiling and bedside reading light • Good lighting beside armchair and writing/dressing table • Electronic door Key System to be provided in every room • Iron and Iron board available to be made available • Hair dryer to be made available 	<ul style="list-style-type: none"> • International adapter socket to be made available
	3.6 BEDROOM WINDOWS	To adhere to building code set by appropriate authority for equipment / appliance	-
	3.7 BEDROOM DOORS	<ul style="list-style-type: none"> • Lockable doors with key and latch / double locked from inside as additional security; • Must indicate fire escape plan in relation to the hotel; • Materials used should be 'fire resistant' 	-
	3.8 VENTILATION AND THERMAL CONDITION	<ul style="list-style-type: none"> • Air conditioning guaranteeing thermal comfort in all bedrooms & designed so that the guests can regulate the room temperature in each room. • Each room shall be capable of being naturally ventilated by means which can be controlled by the room occupants. 	-

BEDROOM FACILITIES

NO	QUALITY AREAS	5★ REQUIREMENTS	BOUTIQUE HOTEL REQUIREMENTS
	3.9 COMMUNICATION SYSTEM	<ul style="list-style-type: none"> • Telephone with IDD facilities 	<ul style="list-style-type: none"> • Laptop / Desktop with at least 17” monitor • Free High-speed broadband / Wi-Fi
	3.10 AUDIO-VISUAL INSTALLATION	<ul style="list-style-type: none"> • Radio in each room which can be controlled by the guest • Satellite TV with min. of 6 channels: <ul style="list-style-type: none"> ✓ Children programme; ✓ Sports programme; ✓ Min. 2 new programme; ✓ Movie channel • Internet broadband services (all floors to be provided) 	<ul style="list-style-type: none"> • Audio visual installation of latest technology.
	3.11 SOUND PROOFING	Room should be sound proof (from average conversational tone) from the inside and outside	-
	3.12 SNACKS AND BEVERAGE IN BEDROOMS	<ul style="list-style-type: none"> • Drinking water and glasses provided in each room. • Tidbits and canned drinks to be made available 	<ul style="list-style-type: none"> • Brewed or pressed coffee maker to be made available in bedroom • Fruit basket and chocolates upon arrival.
	3.13 INFORMATION MATERIAL	<ul style="list-style-type: none"> • Hotel compendium with updated information on room tariffs, operating hours, room service menu and other services offered by the hotel • Information on fire exit guidelines, emergency, house rules for guests, meal hours and charges are to be displayed where applicable. 	-

BEDROOM FACILITIES

NO	QUALITY AREAS	5★ REQUIREMENTS	BOUTIQUE HOTEL REQUIREMENTS
	3.14 STATIONERY	<ul style="list-style-type: none"> Writing materials to be provided 	-
	3.15 BATHROOM	<ul style="list-style-type: none"> All rooms with complete private rooms (wash basin, shower and bath and toilet); Optional bathtub and Jacuzzi with showerhead / shower and running hot and cold water; Bathroom fitting to be of highest quality. 	Luxury fittings in the bathroom: <ul style="list-style-type: none"> ✓ Minimum size of bathroom – 10sqm with dry and wet area ✓ Separate shower stall , bath tub and Jacuzzi with hot and cold water ✓ Two shower heads – raindrop and telephone ✓ Two sinks ✓ TV in bathroom / visible from bathroom ✓ Telephone in bathroom
	3.16 WATER HOSE	<ul style="list-style-type: none"> Water hose / bidet or other alternatives (ladle) to be provided for ablutions 	-
	3.17 BATHROOM LINEN	<ul style="list-style-type: none"> Bath Towel – 500 thread counts Face Towel Hand towel Floor Mat Towel to be changed for each new guest 	-
	3.18 ROOM FOR THE DISABLED	<ul style="list-style-type: none"> At least one bedroom accessible for the disabled with suitable facilities (eg. Lower bed, shelf, table, ramps, etc) to be provided 	-

SERVICES – 13 points

NO	QUALITY AREAS	5★ REQUIREMENTS	BOUTIQUE HOTEL REQUIREMENTS
4	4.1 SERVICE DELIVERY	<ul style="list-style-type: none"> • 24-hours room service must be provided; • Breakfast served in rooms and dining room/restaurant • Local brand Food & Beverages to be provided; • At least one outlet to operate minimum of 18 hours; • Executive lounge/Restaurants / coffee house offering food of local & international fare to be made available; • Quality crockery, cutlery and Glassware to be used 	<ul style="list-style-type: none"> • Breakfast served in rooms or private dining room/executive lounge • Personalized service which include the following: <ul style="list-style-type: none"> ✓ Address guest using name ✓ Anticipate guest's needs and desires by doing background checking on guest history • Fast response time to guest needs: 5 minutes • Extra services, such as birthday surprise, anniversary, etc.
	4.2 FRONT DESK SERVICE	<ul style="list-style-type: none"> • Express Check in and check out for VIP guest • Check in/check out service at lobby or executive lounge • Reception area with 24-hours front desk service • Hotel representative accompany guest to room 	<ul style="list-style-type: none"> • Check-in and check-out to be done <u>in guest room</u> • Message and preferred newspapers delivered to guest rooms
	4.2.1 TRANSPORTATION SERVICE	<ul style="list-style-type: none"> • limousine service to be provided • Concierge service to be made available • Tourism service provided 	<ul style="list-style-type: none"> • Airport transfers provided • Premium limousine and chauffer service to be provided • Boutique hotel of resort concept with total area of more than 2 acres must provide buggy service

SERVICES

NO	QUALITY AREAS	5★ REQUIREMENTS	BOUTIQUE HOTEL REQUIREMENTS
	4.2.2 SAFETY DEPOSIT BOX	<ul style="list-style-type: none"> Individual safety deposit system provided at the reception / front office. Individual safety deposit box / system in room. 	-
	4.2.3 LUGGAGE SERVICES	<ul style="list-style-type: none"> Luggage service available Left luggage facilities in designated room with proper luggage service provided 	-
	4.2.4 FOREIGN EXCHANGE	<ul style="list-style-type: none"> Money exchange service provided for all major foreign currencies. 	-
	4.2.5 CREDIT CARD FACILITIES	<ul style="list-style-type: none"> Acceptance of all major international credit / charge cards 	-
	4.2.6 TOURISM SERVICE	<ul style="list-style-type: none"> Information service regarding transport, hotel, excursions and entertainment to be made available Tourism service (tours, booking, etc.) to be provided 	-
	4.3 SHOPPING ARCADE	<ul style="list-style-type: none"> Convenience shop A hairdressing & beauty salon are available within or surrounding the hotel premises 	<ul style="list-style-type: none"> At least three specialty shops (e.g. florist, hair salon, boutique and etc.) to be available within the hotel premise.
	4.4 LAUNDRY AND VALET SERVICES	<ul style="list-style-type: none"> Laundry service provided Valet service available 	<ul style="list-style-type: none"> Free ironing service
	4.5 MEDICAL SERVICE	<ul style="list-style-type: none"> Medical practitioner available on call 	-
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SAFETY STANDARDS AND HYGIENE – 1 points

NO	QUALITY AREAS	5★ REQUIREMENTS	BOUTIQUE HOTEL REQUIREMENTS
5.	5.1 FIRE SAFETY FACILITIES	<ul style="list-style-type: none"> • Fire fighting guidelines must be established and clearly indicated • Mimic diagram of the escape routes to be displayed at common areas and in all rooms • Exit sign lighting at stairways and common areas • Emergency lighting at corridors, lobby and stairways • Control room at main entrance • Liquid Petroleum Gas (LPG) piping and fitting • Adequate fire-fighting equipment, including: <ul style="list-style-type: none"> ✓ Sprinkler ✓ Fire extinguisher ✓ Wet riser / dry riser with hose and nozzle ✓ Hose reel with nozzle ✓ Break glass • Kitchen hood protection – carbon dioxide system / wet chemical, etc. 	-
	5.2 SECURITY FACILITIES	<ul style="list-style-type: none"> • Adequate security services on 24-hour basis • Security monitoring device, e.g., CCTV to be provided at common areas (including parking areas) 	-
	5.3 EMERGENCY POWER SUPPLY	<ul style="list-style-type: none"> • Standby generator sufficient to generate power to operate corridor and public room lights and emergency lifts 	<ul style="list-style-type: none"> • Rooms have torch light in the event of power failure

SAFETY STANDARDS AND HYGIENE

NO	QUALITY AREAS	5★ REQUIREMENTS	BOUTIQUE HOTEL REQUIREMENTS
	5.4 KITCHEN	<ul style="list-style-type: none"> • Food prepared within hotel must comply with the hygiene requirements of the Health Authorities • Clear separation of cooking, washing and storage areas. • Separate cooking, washing, storage area and utensils for halal and non-halal food • Kitchen floors to be dry at all time 	-
	5.5 STORAGE	<ul style="list-style-type: none"> • Food storage should be labeled accordingly • Separation of storage for meat and vegetable, halal and non-halal food • Correct temperature of fridge and chiller to be maintained 	-
	5.6 FOOD PROTECTION	<ul style="list-style-type: none"> • Proper rat – proof store room; • Separation of dry and wet store • Rack for food stuff to be placed above the floor level • Storage containers to be labeled accordingly • Cooked & raw food should be covered from dust and vermin at all times; 	-
	5.7 GARBAGE DISPOSAL	<ul style="list-style-type: none"> • All refuse and garbage must be dispose of daily from the room premises. • The refuse area and containers shall be kept in sanitary condition. • The use of separate waste bin for recycles purposes. 	-
	5.8 PEST CONTROL	<ul style="list-style-type: none"> • Scheduled and effective pest control system against insect and vermin in all areas of hotel • The premise should be free from insects and vermin at all times. 	-

STAFF – 3 points

NO	QUALITY AREAS	5★ REQUIREMENTS	BOUTIQUE HOTEL REQUIREMENTS
6.	6.1 NUMBER OF STAFF	<ul style="list-style-type: none"> Adequate number of staff in accordance with expected service in each category. Malaysian citizens to be given priority to work at frontline areas. 	<ul style="list-style-type: none"> Minimum staff ratio: 1 staff per 1 guestroom
	6.2 QUALIFICATION	<ul style="list-style-type: none"> Hotel employees who work for business service and technical department should be professional qualified, as required by hotel and/or government policy regulation. 	-
	6.3 LANGUAGE	<ul style="list-style-type: none"> Main staff (management, reception staff, head waiters and housekeeper) should be proficient in English and other language. If the clientele from non-English speaking country, certain number of staff must be proficient in that language 	-
	6.4 MODE OF GREETING	<ul style="list-style-type: none"> Staff should greet guests using Malaysian mode of greetings 	-
	6.5 UNIFORM	<ul style="list-style-type: none"> Frontline staff in hotels/ resorts should wear clean, comfortable and practical uniforms that reflect designs of local/ Malaysian culture and tradition and requirement of the hotel line with international standards. 	<ul style="list-style-type: none"> Staff to be well-groomed
	6.6 STAFF FACILITIES: 6.6.1 STAFF TOILETS	<ul style="list-style-type: none"> Separate, adequate and hygienic sanitary installation for staff (toilet, wash-basin, shower, bathrooms etc.) Must be clean and in good running order at all time 	-

STAFF

NO	QUALITY AREAS	5★ REQUIREMENTS	BOUTIQUE HOTEL REQUIREMENTS
	6.6.2 REST AREA & CHANGING ROOMS	<ul style="list-style-type: none"> Separate rest room and changing room for male and female staff 	-
	6.6.3 STAFF CANTEEN	<ul style="list-style-type: none"> Staff canteen to be provided 	-
	6.6.4 SURAU	<ul style="list-style-type: none"> To provide separate prayer room for staff use only with 'kiblat' sign clearly indicated. 	-
	6.7 STAFF TRAINING	<ul style="list-style-type: none"> All staff must be sent for continuous hospitality training program with proof of attendance/completion 	<ul style="list-style-type: none"> Management must put substantial investment in training for staff

CALCULATION FORMULA

No	Criteria	Weightage (Existing 5- Star Hotel)	Additional Bonus Points for Boutique Hotel
1.	Qualitative and Aesthetic	10%	6
2.	Common Area Facilities	15%	13
3.	Bedroom Facilities	15%	12
4.	Services	30%	13
5.	Safety Standards & Hygiene	10%	10
6.	Staff	20%	3
TOTAL		100%	57

Notes:

No. of questions: 57

Max points: 57

Calculation: $\frac{\text{Score}}{57} \times 100\%$

5-Star Hotel which scores 50% and above = 'Boutique hotel'