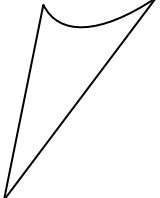


SAMPLE PAGES from

F&B

Manual

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OCCUPATION

FOOD & BEVERAGE WAITER / CAPTAIN / SUPERVISOR

DUTY

Perform Safety / Security / Sanitation Function

DUTY NO

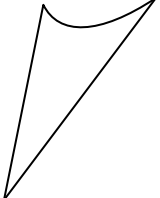
01

LEVEL 1

Terminal Performance Objectives
(Refer accompanying notes)

JOB

01 - 07



Job No : 01.03(L1)

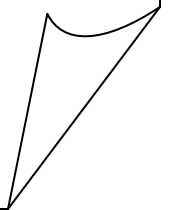
Objective : Assures maintain dining room hygiene by following instruction and procedures using approved hygiene standards so that the cleanliness of the dining room is sustained.

Tools : 1. Wiping cloth
2. Cleaning agents
3. Broom & dustpan
4. Training program

JOBS	TIPS
<ul style="list-style-type: none"> <input type="checkbox"/> 1. Practise cleanliness of station and side boards. <input type="checkbox"/> 2. Practise cleanliness of table and chairs <input type="checkbox"/> 3. Practice cleanliness of table accessories. <input type="checkbox"/> 4. Ensure cleanliness of carpets and finishing. <input type="checkbox"/> 5. Check cleanliness of the rest rooms, when assigned. <input type="checkbox"/> 6. Practise cleanliness of equipment <input type="checkbox"/> 7. Report any pest infections 	<ul style="list-style-type: none"> <input type="checkbox"/> To prevent cockroaches and other insects from breeding <input type="checkbox"/> To prevent from dust stains and smell <input type="checkbox"/> Ensure the cutleries, cookeries and glassware free from stains and marks, chips or visible <input type="checkbox"/> Carpet must be always shampooed and buffed daily so that the carpet will give brighter look in the restaurant. <input type="checkbox"/> The rest rooms must be always kept clean and dry with clean toiletries and brighter light. <input type="checkbox"/> Restaurant equipment such as trolley and tray should be properly arranged, cleaned from oil and stains. These prevent insects from breeding. <input type="checkbox"/> A pest control exercise need to carried out weekly eg: fogging, dusting, spraying to prevent insects from breeding.
QUESTIONS ARISING	ANSWERS
<ul style="list-style-type: none"> <input type="checkbox"/> Why cleanliness is important? <input type="checkbox"/> What if you found pest infections at your workplace? 	<ul style="list-style-type: none"> <input type="checkbox"/> To prevent insect breeding and to create presentable ambience <input type="checkbox"/> Report any pest infection to supervisor as a pest control exercise can be carried out.

SAMPLE PAGES from

Front Office Manual



JOBS	TIPS
<p>5. Direct guest to room</p> <ul style="list-style-type: none"> <input type="checkbox"/> Location of room and lift <input type="checkbox"/> Offer bell service <input type="checkbox"/> Press bell for porter <p>6. Wish guest</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Do say: Sir / Madam, this is your room number (point to the passbook). It is located on the 12th floor. You may take the lift on your left hand side. <input type="checkbox"/> Do say: May we assist you with your luggage? <input type="checkbox"/> Do say: Thank you and have a pleasant stay with us.@
QUESTIONS ARISING	ANSWERS
<ul style="list-style-type: none"> <input type="checkbox"/> What if the guest check-in without the voucher? <input type="checkbox"/> What if the guest check-in with the photocopy voucher? <input type="checkbox"/> What if the guest request different room type stated in the voucher ? <input type="checkbox"/> What if the Travel Agents does not have credit facilities with us ? <input type="checkbox"/> What if we are fully booked and the travel agent did not confirm the reservation with us ? <input type="checkbox"/> What if the guest name does not tally with the reservation ? <input type="checkbox"/> What if the guest has paid for extra facilities but it is not stated in the voucher ? <input type="checkbox"/> What if the guest cannot open the door ? 	<ul style="list-style-type: none"> <input type="checkbox"/> For Awana and Genting Hotel, call the Travel Agent to confirm on the photocopy voucher <input type="checkbox"/> For Resort and Theme Park Hotel, ask the guest for payment <input type="checkbox"/> To call the travel agent to fax the voucher . <input type="checkbox"/> Guest has to pay different charges between the two rooms, pending on the room available. <input type="checkbox"/> Collect cash or credit card payment from the guest <input type="checkbox"/> Advice the travel agent to settle the payment to KL sales office before deadline. <input type="checkbox"/> Refer to the next available hotel . <input type="checkbox"/> Refer to the reservation to supervisor . <input type="checkbox"/> Collect payment from the guest and clarify with the travel agent concerned. Return payment if proven that the guest has paid for the extra facilities. <input type="checkbox"/> Advise the guest to go the reception counter

- Job No** : 01.08(a)(L2)
Objective : With the given standard hotel salutation, attend to phone calls by using telephone so that all calls are attended to promptly and channel all inquiries in an efficient manner
Tools : 1. Telephone
 2. Extension Number
 3. Pen & Paper

JOBS	TIPS
<ul style="list-style-type: none"> <input type="checkbox"/> 1. Press the extension required <input type="checkbox"/> 2. If the extension is engaged, the busy button will indicate at the console <input type="checkbox"/> 3. Inform the caller that the extension is engaged and offer to try other extensions <input type="checkbox"/> 4. If there is no response, take back the call and inform caller that there is no response <input type="checkbox"/> 5. If the department has a direct line, advise the caller to call the direct line 	<ul style="list-style-type: none"> <input type="checkbox"/> Do say: "I'm sorry, Mr / Mrs / Miss XXX, <extension number> is engaged, could you please hold on for a moment or may I try other extension for you"
QUESTIONS ARISING	ANSWERS
<ul style="list-style-type: none"> <input type="checkbox"/> What if you pass the caller to a wrong extension number? <input type="checkbox"/> What if the extension is out of order? 	<ul style="list-style-type: none"> <input type="checkbox"/> Apologise to the caller, and pass the caller to the correct extension number <input type="checkbox"/> Explain to the caller that the extension he requested is not working, advise him to call the next extension.

Job No : 01.11(L2)

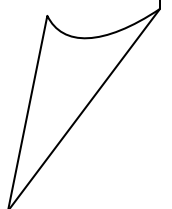
Objective : With the given group information such as group rooming list, guest arrival list, handle group / convention check-in by using registration card and separate check in counter so that the group can be identified and processed accordingly. This will also reduce guest from crowding the reception area.

Tools : 1. CLS System 5. Tour Rooming List
2. Hotel passbook
3. Miwa Key-Maker Machine
4. Miwa paper card key

JOBS	TIPS
<p><input type="checkbox"/> 1. Acknowledge the guest pleasantly.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Polite <input type="checkbox"/> Smile <input type="checkbox"/> Courteous <input type="checkbox"/> Straight Posture <p><input type="checkbox"/> 2. Clarify the guest needs.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ask for the name of tour. <input type="checkbox"/> Ask for number of rooms blocked. <input type="checkbox"/> Ask for Travel Agent Voucher. <p><input type="checkbox"/> 3. Give the Hotel passbook, room key, rooming list, meal coupons to the tour leader.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Tour leader will return the complete name list after <p><input type="checkbox"/> 4. Check with the tour leader: assigning all the room numbers to his/her guests.</p> <ul style="list-style-type: none"> <input type="checkbox"/> If any extra bed is required. <input type="checkbox"/> Wake Up Call <input type="checkbox"/> Breakfast Time <input type="checkbox"/> Check out Time <input type="checkbox"/> Luggage Down Time <input type="checkbox"/> Ask the tour leader to write it on the rooming list. <p><input type="checkbox"/> 5. In-house the tour group into the CLS System</p> <ul style="list-style-type: none"> <input type="checkbox"/> Under Front Office, select <2> for front office / registration <input type="checkbox"/> Enter Your Initial and Authorization Code <input type="checkbox"/> Select <4> for Reservation Check in <input type="checkbox"/> Select <3> for Group Master <input type="checkbox"/> Enter Reservation Number 	<p><input type="checkbox"/> Do say: "Good morning / Afternoon / Evening. May I help you, Sir / Madam?".</p> <p><input type="checkbox"/> Do say: "Mr .. May I know the name of your group?"</p> <p><input type="checkbox"/> Do say: "Mr ... How many rooms do you have altogether?"</p> <p><input type="checkbox"/> Do say: "Mr ... May I have your tour agent voucher please?"</p> <p><input type="checkbox"/> Do say: "Mr / Mrs / Miss XXX, do you need extra bed for your guest ?"</p> <p>Group Account Number "Enter Room #Type 00GM or 00GM1 "Warning, Service required, assign as shown <0> = No <1> = Yes Press <1> "Enter" twice</p>

SAMPLE PAGES from

Kitchen Manual



Job No : 03.01(L1)

Objective : Collect order items by verifying stock using proper requisition forms so that discrepancies can be avoided and distribution can be carried out efficiently and safely.

Tools : 1. Trolley 5. Appropriate storage containers/trays
2. Pen
3. Paring knife
4. Trolley

JOBS	TIPS
<p>1. Assessing replacement needs</p> <ul style="list-style-type: none"> <input type="checkbox"/> Check the S/R (store requisition) whether if it is sign by head of department <input type="checkbox"/> If its not sign inform the shift leader. <input type="checkbox"/> Check the duplicate copies of S/R for carbon paper because without three copies sign, the receiving store will not release the orders. <input type="checkbox"/> Make sure the S/R have the department chop and cost centre. <p>2. Go to the respective stores with the appropriate S/R</p> <ul style="list-style-type: none"> <input type="checkbox"/> If there is cancellation in the S/R, make sure the Warehouse department sign by the side of the error. <p>3. Receive stock and verify against requisition form</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ask the storekeeper for department food Items <input type="checkbox"/> Check the stocks – Perishable store (vegetable) freshness <input type="checkbox"/> Butchery – Portion cuts are correct <input type="checkbox"/> Warehouse – verify against requisition <input type="checkbox"/> If there is shortage inform the storekeeper <p>3. Sign requisition form upon receiving stock and load onto trolley</p> <ul style="list-style-type: none"> <input type="checkbox"/> Put the food items on the weighing scale and check on the weight issued on the S/R <input type="checkbox"/> If the weight is correct, put a tick (✓) by the side of the order in the S/R <input type="checkbox"/> Load onto trolley <input type="checkbox"/> Collect the statement and S/R from the respective stores and bring back to your department concern 	

OCCUPATION

COMMIS / DEMI CHEF / CHEF DE PARTIE

DUTY

Activate Requisition and Handle Raw Materials

DUTY NO

03

LEVEL 2

Terminal Performance Objectives
(Refer accompanying notes)

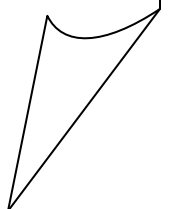
JOB

02 - 04

JOBS	TIPS
<p>Storing seafood</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ask your chef where to store the seafood because some seafood are used for preparation and some for storing. <input type="checkbox"/> Make sure to store seafood in a seafood box containing ice, in a separate refrigerator or part of the refrigerator use for seafood. <input type="checkbox"/> The temperature must be maintained just above freezing point. <input type="checkbox"/> Frozen seafood must be stored in a deep freezer cabinet or compartment. <input type="checkbox"/> Always keep the refrigerator or freezer clean <input type="checkbox"/> Close the doors of the freezers after used to maintain <p>Storing vegetables</p> <ul style="list-style-type: none"> <input type="checkbox"/> Root vegetables should be emptied from sacks and stored in bins or racks. <input type="checkbox"/> Green vegetables should be stored on well ventilated racks. <input type="checkbox"/> Salad vegetables can be left in their containers and stored in a cool place or chiller. <input type="checkbox"/> Before storing the vegetables, check for the freshest. <p>3. Clean and wash raw materials collected</p> <p>4. Identify storage container</p>	
QUESTION ARISING	ANSWER
<p>Why must FIFO (First in first out) usually be used?</p>	<p>- To use the old items first and to avoid spoilage because some items cannot be kept long.</p>

SAMPLE PAGES from

Public Area Manual



Job No : 04.02(L1)
Objective : Received complaints from the guest and attending or handle it properly in order to meet guest satisfaction.

Tools : Nil

JOBS	TIPS
<ul style="list-style-type: none"> <input type="checkbox"/> 1. Receive guest complaints <ul style="list-style-type: none"> <input type="checkbox"/> Listen to the entire complaints <input type="checkbox"/> Nod head to show listening <input type="checkbox"/> Do not interrupt <input type="checkbox"/> Maintain eye contact <input type="checkbox"/> Maintain 'professional' upright posture <input type="checkbox"/> 2. Acknowledge the guest feeling <ul style="list-style-type: none"> <input type="checkbox"/> Accept the guest says without defending self or the hotel <input type="checkbox"/> Show empathy 	
QUESTION ARISING	ANSWER
<p>What if the complaints is due to personal injury or damage of personal property? (including theft)</p>	<p>Do say "I will get the Manager on Duty for you"</p>

Job No : 04.03(L1)

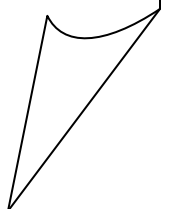
Objective : Any lost and found items which found in public area to hand over to housekeeping department or security department

Tools : Lost and Found Items, Log Book and Form

JOBS	TIPS
<ul style="list-style-type: none"> <input type="checkbox"/> 1. Identify lost and found <ul style="list-style-type: none"> <input type="checkbox"/> Valuable items <input type="checkbox"/> Money <input type="checkbox"/> Clothing <input type="checkbox"/> Others <input type="checkbox"/> 2. Identify areas items was found <ul style="list-style-type: none"> <input type="checkbox"/> e.g. : washroom, lobby, F&B outlets, function rooms, others. <input type="checkbox"/> 3. Execute task of reporting lost and found items <ul style="list-style-type: none"> <input type="checkbox"/> Valuable items, money, report to Duty Manager and hand over to security department. 	
QUESTION ARISING	ANSWER
<p>What happened if you found one Canon camera at the lobby washroom?</p>	<p>Informed to Duty Manager, identify area item was found and hand over to security department.</p>

SAMPLE PAGES from

Room Attendant Manual



Job No : 05.02(L1)

Objective : Keeps the guest from feeling mistreated; expected service is provided for guest, provides an opportunity to solve the problem and make amends, keeps the guest's patronage, avoids bad word-of-mouth publicity, provides the opportunity to solve a problem

Tools : Nil

JOBS	TIPS
<ul style="list-style-type: none"> <input type="checkbox"/> 1. Listen to the entire complaint <ul style="list-style-type: none"> <input type="checkbox"/> Nod head to show listening <input type="checkbox"/> Do not interrupt <input type="checkbox"/> Maintain eye contact <input type="checkbox"/> Maintain "professional" upright posture <input type="checkbox"/> 2. Acknowledge the guest's feeling <ul style="list-style-type: none"> <input type="checkbox"/> Accept what the guest says without defending self or the hotel. <input type="checkbox"/> Make statements that show empathy. <input type="checkbox"/> Do not make excuses. <input type="checkbox"/> 3. Find out exactly what does the guest complaints <ul style="list-style-type: none"> <input type="checkbox"/> Clarify the complaints <input type="checkbox"/> Tell the guest what will be done <input type="checkbox"/> 4. Take action immediately. <input type="checkbox"/> 5. Handle situation when not authorized to solve problem. <ul style="list-style-type: none"> <input type="checkbox"/> Tell guest what can be done, not what can't be done. <input type="checkbox"/> Refer problem to someone who can handle it. <input type="checkbox"/> 6. Handle complaint that is due to personal injury or damage (including theft) of personal property. <ul style="list-style-type: none"> <input type="checkbox"/> Call Manager on Duty. <input type="checkbox"/> Respond with empathy <input type="checkbox"/> Do not admit liability <input type="checkbox"/> Do not accept responsibility for any loss 	<p>Do say: "It's been a long wait. I know you must be very tired. I will follow up / double check on this."</p> <p>"I'm sorry for the delay in preparing your room." "The room attendant will bring your towels right away., sir."</p> <p>"I'm sorry the corner room you requested is not available; however we do have another lovely room on the same floor."</p> <p>Do say: "I will inform the Manager on Duty about the noise problem. He should be there in a few minutes."</p> <p>Do not say : "I can't handle that. You will have to call the manager."</p> <p>Do Say:"I will get the Manager on Duty for you"</p> <p>Do say : "I will get the Manager on Duty for you"</p> <p>Do Not Say:" The maid was told to clean that up an hour ago." "You are the second person to trip on the torn carpet this week." "People are always falling on these carpet this week"</p>
<ul style="list-style-type: none"> <input type="checkbox"/> Follow the procedures for guest 	<p>Training Network International 2003</p>

Job No : 05.03(L1)

Objective : Reporting of damaged guest belongings by identifying, assessing damaged items and executing the tasks using established formats, so that the subordinates are more responsible on carry out job function, be more careful when attend to guest belongings and supervisor are aware of the damaged guest belongings.

Tools : 1. Format
2. Pen
3. Damaged guest belonging

JOBS	TIPS
<p><input type="checkbox"/> 1. Identify damaged guest belonging.</p> <ul style="list-style-type: none"> <input type="checkbox"/> While doing the guest room wiping , one of the accessories box fall down and broken the cover. <input type="checkbox"/> Pick it up and identifying the condition of the broken cover. <p><input type="checkbox"/> 2. Report to Supervisor in charge of that particular location.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Keep the broken cover inside plastic bag. <input type="checkbox"/> Inform room number and item damaged. <input type="checkbox"/> Describe to supervisor how is it happen. <input type="checkbox"/> write a full report on the incident. <p><input type="checkbox"/> 3. Supervisor will refers the incident to manager on duty.</p>	<p>Eg: guest room 12081 , accessories / jewellery box cover broken. Whether the cover can be repair.</p> <p>Supervisor function.</p>
QUESTION ARISING	ANSWER
<p>What if you did not report to supervisor on damaged guest belonging?</p>	<p>Disciplinary action will be taken cause of your dishonest and no responsible on the matter.</p>

OCCUPATION

ROOM ATTENDANT

DUTY

Handling Guest Requests and Complaints

DUTY NO

05

LEVEL 2

Terminal Performance Objectives
(Refer accompanying notes)

JOB

04 - 05