Questionnaire

Section A

Questions 1 - 7, please tick (/) in the boxes given.

1) What is your English qualification?
   a) Primary level (Standard 1 - 6)
   b) Lower Secondary level (Form 1 - Form 3)
   c) Upper Secondary level (Form 4 - Form 6)
   d) College to Tertiary level

2) What is your age?
   a) 17 to 22 years old
   b) 23 to 28 years old
   c) 29 to 34 years old
   d) Above 35 years old

3) What is your present take home income?
   a) Below RM700
   b) RM701 – RM1000
   c) RM1001 – RM1999
   d) Above RM2000

4) What is your first (native) language?
   a) Malay language
   b) Chinese language
   c) Tamil language
   d) Other languages: Please specify____________________________

5) Please state your gender. ………… Female □□ Male □□

6) Marital status ……… Married □□ Single □□ Divorced □□ Widow(er) □□

7) If married, please state number of children ……………………………

8) How long have you been in the present job?…. Years □□ Months □□
Section B

Questions 1 - 11, please tick ( / ) in the boxes given.
1) Do you read English materials such as books, magazines, reports, memos etc?
   a) Never
   b) Sometimes only
   c) Frequently
   d) All the time

2) What type of English materials do you usually read?
   a) Books
   b) Reports
   c) Newspapers
   d) Magazines
   e) Others: Please specify__________________________________

3) What type(s) of newspaper do you usually read?
   a) Bahasa Malaysia newspaper
   b) English newspaper
   c) Chinese newspaper
   d) Tamil newspaper
   e) Others: Please specify__________________________________

4) When you read the English newspapers, which section do you usually read?
   a) All the sections
   b) Local news section
   c) Foreign news section
   d) Entertainment section
   e) Others: Please specify__________________________________

5) Do you have an English dictionary? ............... Yes No

6) Do you have any other type of dictionaries?......... Yes No
Please specify;
________________________________________________________________

7) What type of dictionary do you normally use?
   a) Monolingual (English only)  
   b) Bilingual (English – Bahasa Malaysia / English – Mandarin)
   c) Trilingual (English – Bahasa Malaysia – Mandarin)
   d) Others: Please specify ____________________________

8) How new is your English dictionary?
   a) Less than 5 years  
   b) Between 5 – 10 years  
   c) Between 11 – 20 years  
   d) More than 20 years

9) How often do you use the English dictionary?
   a) Never  
   b) Sometimes (less than five times a week)  
   c) Frequently (more than five times a week)

10) What type(s) of programmes do you watch on television?
    Please rank your preferences accordingly.
    a) Malay programmes  
    b) English programmes  
    c) Chinese programmes  
    d) Tamil programmes  
    e) Others: Please specify ____________________________

11) What type(s) of songs do you prefer?
    Please rank your preferences accordingly.
Section C

Questions 1 - 6, please tick (✓) in the boxes given.

1) Do you feel that English is necessary in your present job?
   a) Very necessary
   b) Necessary
   c) Not necessary

2) Why do you think you need English language skills?
   a) To help me improve my job performance
   b) For communication purposes while working
   c) For in-house examination and promotion purposes
   d) For social needs after work
   e) Other needs: Please specify ________________________________

3) With whom do you use English mostly?
   a) Family members
   b) Friends
   c) Colleagues and superiors
   d) Hotel guests and visitors
   e) Others: Please specify ________________________________

4) Do you feel that you need an intensive English course to help you to perform better in your present job?
   a) Yes
   b) No

a) Malay songs
b) English songs
c) Chinese songs
d) Tamil songs
e) Others: Please specify ____________________________________
5) What are the language skills that you would like to improve on? [You may tick more than one box]
   a) listening
   b) speaking
   c) reading
   d) writing

6) How much time is available for you to attend English language classes?
   a) Less than 5 hours per week
   b) 6 to 10 hours per week
   c) 11 to 15 hours per week
   d) More than 16 hours per week

Scale of ranking for the following questions (7-9);

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<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>Most important</th>
<th>4</th>
<th>5</th>
<th>Less important</th>
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<td>Very important</td>
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<td>Important</td>
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7) Which language skills do you think you have the most problems with?
   [You may tick more than one box in order from 1 to 5]
   a) Listening
   b) Speaking
   c) Reading
   d) Writing

8) Rank the activities that you think can help you to develop confidence in using English. [Tick more than one box in order from 1 to 5]
   a) Pair work
   b) Group discussion
   c) Reading authentic English materials
   d) Intensive in-house English classes
   e) Watch English television programmes / listening to radio
9) What do you do when you are faced with problems pertaining to the English language?

   a) Ask your friends for help
   b) Ask your superiors
   c) Consult the dictionary
   d) Not necessary to do anything

   e) Others: Please specify ________________________________

Section D
Questions 1 - 12, please tick (/) in the boxes given.

1) How often do you receive verbal instructions in English from your superiors?
   a) None at all
   b) Only sometimes
   c) Most of the time
   d) All the time

2) Can you understand the verbal English instructions given by your superiors?
   a) Do not understand at all
   b) Understand only sometimes
   c) Understand most of the time
   d) Understand all the time

3) Do you have problems understanding guests’ requests in English?
   a) None at all
   b) Only sometimes
   c) Most of the time
   d) All the time

4) Do you have problems communicating with guests in English?
   a) None at all
b) Only sometimes

5) Can you read and understand the memorandums given by your superiors?
   a) Cannot understand at all
   b) Only sometimes
   c) Understand most of the time
   d) Understand all the time

6) Can you read and understand your department's forms and reports in English?
   a) Cannot understand at all
   b) Only sometimes
   c) Understand most of the time
   d) Understand all the time

7) How often do you need to write your report in English?
   a) No need to write at all
   b) Need to write only sometimes
   c) Need to write frequently
   d) Need to write all the time (daily)

8) Do you have problems writing your reports in English?
   a) I do not have any problems
   b) I have problems sometimes
   c) I have problems frequently
   d) I have problems all the time

9) Can you fill your department's forms in English?
   a) I cannot do so at all
   b) I can only sometimes
10) Do you receive any positive comments from guests regarding your service?
   a) None at all  
   b) Only sometimes  
   c) Most of the time  
   d) All the time

11) What are the major problems that you face in your daily course of work?
    [You may tick more than one box]
    a) Communication problems pertaining to English  
    b) Unduly long working hours  
    c) Working environment not conducive  
    d) Insufficient manpower  
    e) Others: Please specify ________________________________

12) Do you have any problems answering this questionnaire?
    a) No problems at all  
    b) A little problem  
    c) Quite a problem  
    d) A lot of problems

13) Do you have any suggestions on how to improve your English proficiency?
    Please state:
    __________________________________________________________
    __________________________________________________________
    __________________________________________________________
APPENDIX 2

Interview Questions  Designation:___________Indv /Grp:_______Date : ________

Part 1

1) Where are you from?
2) What is your current designation?
3) How long have you been working in this present job?
4) Do you have any previous experience working in hotels?
5) If so, how long have you been working there?
6) What was your previous designation?
7) What are your present job functions?
8) What was the medium of instruction in your school /college / university?
9) When did you leave school /college /university?
10) What is your highest English qualification?

Part 2

11) Do you read English materials?
12) What are the English materials that you usually read?
13) When do you usually read the materials?
14) What are your main purposes of reading the materials?
15) What are your favourite television programmes?
16) What are your favourite radio programmes?
17) Is it necessary for you to use English at your workplace
18) Do you need to use English when you are not working?
19) With whom do you use English mostly?
Part 3

20) On a scale of excellent to poor, how would you rate your English proficiency?
21) What are the problems that you faced when carrying out your required job tasks?
22) What language do you use when communicating with your colleagues / superiors?
23) Do you have any difficulties communicating in English?
24) What are your difficulties when communicating in English?
25) What do you do when you have problems communicating in English?
26) How does your employer encourage you to improve your knowledge of English?
27) What are the English language skills that you would like to improve on?
28) What do you do when you make mistakes?
29) Are you prepared to attend courses after working hours?
30) What are your suggestions on how you can improve your English?

Others:

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________


APPENDIX 3

Observation checklist  Designation: ___________ Date: ___________

A) Listening Skills
1) Listen for general understanding of points to remember ____________________
2) Listen and follow instructions ____________________________________________
3) Listening to explanations of problems ______________________________________
4) Listening to obtain specific information ____________________________________
5) Receiving and taking of messages__________________________________________
6) Others ________________________________________________________________

_______________________________________________________________________
_______________________________________________________________________

B) Speaking skills
1) Introducing and greetings________________________________________________
2) Giving information_____________________________________________________
3) Asking for clarification _________________________________________________
4) Explaining and making suggestions_______________________________________
5) One to one phone calls__________________________________________________
6) Offering assistance_____________________________________________________
7) Interpreting information_________________________________________________
8) Responding to oral exchanges ___________________________________________
9) Other oral communication skills _________________________________________

_______________________________________________________________________
_______________________________________________________________________

C) Reading skills
1) Reading handouts, notices and instructions ________________________________
2) Reading for main information in logbooks ________________________________
3) Reading sentences / complex sentences___________________________________
4) Read and understand communicative value of memos etc____________________

_______________________________________________________________________
5) Read and deduce meaning of unfamiliar words / word groups

6) Understanding explicitly stated information

7) Read and understand conceptual meaning e.g. comparison, purpose, cause and effect

8) Read and understand important points

9) Read critically / evaluate text efficiently

10) Others

D) Writing skills

1) Writing and taking notes

2) Writing reports

3) Writing instructions

4) Writing relevant memorandums

5) Writing emails

6) Writing minutes

7) Spellings of words

8) Writing explanations / cause and effect

9) Writing statements

10) Filling in reports / forms

11) Spelling and punctuation

12) Writing letters

13) Others

Field notes

______________________________________________________________________

______________________________________________________________________

______________________________________________________________________

______________________________________________________________________

______________________________________________________________________
17/1/08

(Night Shift)

2:00 - come in & encountered one problem from room 1337.

Mr. Victor Norman (Dialog company) complained that

is a noisy one from next door. To make up we Mr. Wang (afternoon

Am) to check.

- there’s nothing (no noisy) that we can hear when we

enter the room & accept aircond blower with sound. But

we just inform him if there’s any problem happen again -

just give us a call if we will check again. We call

till this morning at 0700. I already prepared one additional

room for him to change if in case he counted the

same problem. See new booking.

No major complaint!

[Signature]
APPENDIX 5

16/10 QST CAME FOR WEDDING PACKAGES ENQUIRY

* CONTACT FEW DAYS BACK TO SALES & MARKETING

AND ASK TO FAX THE DETAILS BUT DO NOT

DO IT QST WAS SO KEEN ABOUT THE PACKAGE

I MY SELF BROUGHT THE QST TO THE BALLROOM

AND SHOW THEM I EXPLAIN WHAT I KNOW

ABOUT THE PACKAGE I TOLD TO THE QST THAT

I WILL ASK THE SALES & MARKETING TO CALL

BACK THE QST WAS HAPPY WHEN I GAVE

THEM THE WEDDING PACKAGE BROCHURES


16/10 TO

ALL

IF OUR IN-HSE QST WANTS TO BORROW

THE UMBRELLA WE DON'T NEED TO COLLECT

DEPOSIT RM 50 BUT IF ITS A OUTSIDE

QST WE MUST COLLECT RM 50 DEPOSIT

THEN OPEN THE ACCOUNTING VOUCHER ASK

THE QST TO SIGN COMMENTS WRITE IT

UMBRELLA THEN WHEN THE QST RETURN

THE UMBRELLA GIVE BACK THE MONEY AND

CANCEL THE ACCOUNTING VOUCHER PASS IT

TO THE AM ON DUTY OR FOS IT WILL

BE SUBMIT TO ACCOUNT DEPT

NOTE:

* IF IN-HSE QST BORROW THE UMBRELLA MAKE

SURE HIS ROOM IS PAID BY CREDIT CARD

OR QST GOT BALEANCE AMOUNT THAT WE

HAVE TO GIVE HIM HER BACK SO WE CAN

MAKE THAT AS A DEPOSIT NO NEED TO
APPENDIX 6

3. There was a mystery shopper check-in regarding to the person or report that the management received. There is no eye contact.
   - Not friendly to customers.
   - No thank you upon the guest check out.

Mr. Luke will like all of us to implement this important words in all of us. There is:
- Please
- Thank you
- Eye contact
- Good greetings.

To -

Melinda
7/7/05
15/1/05

1. No show got Mrs. Tan Room Hunt room 1124, pay acc. but no get booking.

2. New rate code for weekend package (for suite room). U.E. (E.D. ELK, etc) for Deluxe Room. Renew the same WESF. Rate codes had been extended till 1/1/06. Please false rate.

T&
Edewan
15/3/2005
7:00 am - 3:00 pm

* Travelers check
  During charge the travelers check pls
  ensure that guest sign on the right
  column and the signature is tele.

* Reception Counter
  do not allowed any outside guest
  or other dept staff to enter our
  reception Counter because of
  Security purpose. We are handling
  money and anything can be happen.

* C/Card and Law
  to check clearly and pls do not
  miss up, re-check name date in date out
  Company attached and billing instruction
  as well.

* Training on 16/1
  For those name how are suppose
  to attend training pls make sure
  attend the training because attendance
  is compulsory.
20/8/05

June - 7am - 3pm

1. Staff transportation for 11 area, today will
be the last day. Those charging around 7
transportation will on till end of September.

2. Staff getting staff getting

3. If you have not been

4. If you working a different shift, please report by

5. At lunch time, staff will have lunch in

6. Please take note! If work morning or nine shift
you are not allowed to bring back or keep the

7. If you want call you and request something

8. Those will be closed on 21 Aug.

9/9. Room 1H19, under Dato Chew Tock Fang, Ms. Wendy
APPENDIX 9

1. Incident of Limo for Hotel guest.
Room 1103 (Mr. Bernd Muller)
1. 15/12/05 0745hrs A booking for guest to Bkt. Raja
2. Charge to room amount of RM60.
3. Car did not turn up.
4. Guest took taxi to Bkt Raja with the same charges.
5. Guest made complaint on lousy arrangement and
    solution was late for his meeting. He is very upset.
6. Rebate done for guest and told Subra (Wawasan
    Financial Controller) as a complimentary Transfer.

Room 1211 (Mr. Derick Wong)
1. A booking to KLIA is done on the 15/12/05
2. Limo did not turn up.
3. A taxi was arrange with the rate of RM100.
4. Guest has clout but was unhappy with the
    rates and arrangement.

Room 1614 (Mr. Mussal Sultan)
1. A booking for KLIA transfer made on the
    15/12/05.
2. Been informed of 3 pax in total.
3. 16/12/05 Guest is unhappy because the limo
    is too small for thier luggage.
    Solution
    * Arrange MPV (smart-cab) to KLIA with the rates
    of RM90. Guest was very happy.

Room 1106 (Mr. Ken Soh Tuck Keng)
1. Booking was made for transfer to KLIA. Booking
   was done on the 15/12/05. It was not recorded
2. Price has been charge to room.
3. Limo did not turn up.
4. Guest was in the rush.
    Solution
    * Rebate the amount from guest folio and
      arrange MPV for the guest to KLIA. It is home.
APPENDIX 10

20-12-2005
Melanie Sharif
11 pm - 7.00 am
Breakfast List Report

1. G02 11C
   G02 36: Kedai Serba Sedia
   Majlis Pelajaran Malaysia
   Ikan Handi Sdn. Bhd.
   Freestyle Hotel

2. After: In the event of any “Jockey Staff” ask to post the charges for “Valet Parking” in to the room (as per act). Do get the vehicle no., get name, get signature, Car name & colour. This is to avoid get from damaging that he leave east to post to the room.
   * For example: One Zubir. Kes. According to him, he doesn’t want pay for the Valet Parking cos there’s no car no, get name, car name/color, get signature, Parking time & date...
   * The changes is posted by Janie. Time: 17.52 pm on Sunday 26th November 2005.

   * Janine plz give an explanation to Mr. Suren (Accounting) who open the accounting vchr and who gave the key for you to post (Jockey Staff).

3. In future, if there’s any guest would like to extend stay, plz take the credit card verification first before extending. There’s case where the guest extended his stay so the Reception extended but didn’t use credit card verification. So when the credit card declined and credit card doesn’t come, the staff who extended stay must pay for it.

4. Upon arrival, Mr. Takagi will change room after 3pm (get away), G02 will effect from 13.45 and put his luggage at counter and will come back in the evening to €-in.
After 10 Night Shift / everybody

1. When you do the rebate please attach supporting bill which is the bill is without signature of the guest. Do not summit without the white bill.

2. It is a tradition to place bile in every single room of the hotel. If guest request to remove it, call housekeeping. (As per tom)

3. Simone, please meet Catherine from h/k regarding your new uniform.

4. If anyone from kementerian group wanna clout, please don't in the sistem.

3-11 pm, Simone

5. Please ask the guest for their c.o. name if there is none given put NOK in the company name column.
GM’S LOG

Asst Manager : Khairul Anuar             Shift : 2300-0700             Date : 17/12/05
Guest Name    : Mr. Andre Weber          Room No : 1508             C/in : NIL             C/out : NIL
Company       : Profile Capital (M)      Rates : 175++

- There is a white women who approached to Sara (Concierge) at 4.30am to assist her to the 15th floor
- Sara (Concierge) clarified the guest name and check with the registration card.
- Sara (Concierge) also seen this white women always with Mr. Andre.
- Sara assist the white women who was drunk to Mr. Andre’s room.
- Mr. Andre open the door when he heard that someone knocking to his room and the white women straight away she enter the room.
- Both of them started to argue and Mr. Andre asked Sara (Concierge) to bring out the white women out of his room.
- Furthermore Mr. Andre didn’t give any reason.
- Sara (Concierge) informed to me (Khairul) the situation in Mr. Andre room.
- Went up with Mohamad (Security) to the room and both of them still argue.
- Approximately 20 minutes later the white women went down to lobby and took a cab.
- Apologize to Mr. Andre but he didn’t took it as a hotel fault.
- Mr. Andre apologize to me (Khairul) on the incident occur and more over he didn’t want this matter to be a big issue in this hotel.
| **GM'S LOG** |
| Asst Manager : Dahlia Bakri | Shift : 0700 - 1500hrs | Date : 21/12/05 |
| Guest Name : Mr. Kiyoshi Kataoka | Room # : 1211 | C/in : 19/12/05 | C/out : 22/12/05 |
| Company : Sansho Giken | Rates : RM225++ |

- Received called from Ms Chow, secretary from above company at 0945hrs.
- She commented that her guest Mr. Kataoka had a water disruption in his room from the day he checks in until this morning.
- Explained to her it's due to piping rectifications by the Water Works Department which has affected our water supply.
- Given 50% discount of the room rate on the 19th Dec 2005 of the goodwill from the management and apologies for the inconvenience caused.

Went up to check on the water quality and found the water slightly brownish but it was fine after run it for 10 minutes.
Send fruit platter to his room together with a message to apologies on the above matter.
GM’S LOG

Asst Manager: Suren
Shift: 1500-2300
Date: 16/12/05

Guest Name: Mr. Ron Lee Nyit Wong
Room No: 1617
C/in: 16/12
C/out: 17/12

Company: NIL
Rates: 265.00++

- At 5.45pm Mr. & Mrs. Lee approached Front Desk to complaint that someone is in her room 1815. She claimed someone taking a shower when she entered the room.

- Apologized to guest and offered a special room rate of RM200.00++ for this visit only.
- Also sent Fruit basket to the room.
- Guest at first quite annoyed. After hearing the explanations error due to our part and guest seemed satisfied.

The Findings as Below:

Guest Name: En Nik Pakheruddin Nik Abdul Kade.
Room: 1807, 1808, 1815 & 1809
C/in: 16/12/05
C/out: 17/12/05
Co: IBU Pekbat Pahang.

- The above said guest came to check in at 12.00pm and room 1815 is still vacant dirty.
- The FOS Ziesta issued the vacant clean room keys and vacant dirty room key to the guest.
- According to her the guest will call Front Desk to check the status before he enters the room.
- But in the Fidelio system FOS Ziesta blocked Room 1819.
- At 4.30 pm En. Nik called Front Desk to check his room status with FOS Melanie.
- FOS Melanie checked the status as per reserved by FOS Ziesta and informed guest the room is clean.

1) FOS ZIETA DID NOT FOLLOW THE P&P THAT WE PRACTICE WHICH IS NOT CHECK IN A GUEST INTO A VACANT DIRTY ROOM AND NOR ISSUES OF KEY TO GUEST FOR VACANT DIRTY ROOM

2) SHE DID NOT SEEK FOR APPROVAL FROM THE ASSISTANT MANAGER FOR HER ACTIONS IN NOT FOLLOWING THE ABOVE P&P

[Signature]
GM’S LOG

Asst Manager : Kenny Tan  
Shift : 1700-0100hrs  
Date : 08/12/05

Guest Name : Mr. Klaus Hentschel  
Room No : 1506  
C/in : 01/11/05  
C/out : 21/12/05

Company : Profile Capital  
Rate : RM175++

- At about 1930hrs, the above guest came over to concierge counter and look for me (Kenny).
- Guest came with the messages that send up to his room yesterday night which regards to his missing razor in the washroom.
- Have asked En. Aziz (Asst Housekeeper) to follow me up to the room to explained to the guest and escorted by En. Mohammad (Security) to guest room.
- Mr. Hentschel have explained to all of us where he usually place his razor in the washroom and it gone missing on the 06/12/05 morning where he wanted to use it.
- Guest also told En. Aziz that the current razor was a spare where he brought it together.
- After the guest have made his statement to all of us and En. Aziz have explained to him that the chambermaid didn’t remove anything from the room.
- Where by En. Aziz also told him that the chambermaid have being informed, most of the guest on 15th floor was a long term guest.
- Guest still not satisfied with the explanation that has given by En. Aziz.
- Have no choice but to get guest to put all his statement into put incident reports with his initials on it.

GM’S LOG

Asst Manager : Kenny Tan  
Shift : 1700-0100hrs  
Date : 08/12/05

Guest Name : Mr. Thilo Strack  
Room No : 1510  
C/in : 28/10/05  
C/out : 20/12/05

Company : Profile Capital  
Rate : RM175++

- After taking statement guest room #1506, we went to room #1510.
- The same issue happen on the 06/12/05, have also ask Mr. Strack to explained to En. Aziz where usually place his razor in the wash room.
- After all the statement made by guest, then En. Aziz also explained that the chambermaid doesn’t remove anything from the room because all of them know that on the floor most of the guest occupied is a long term guest.
- After all the explanation done by En. Aziz, En. Mohammad have ask the above guest to make his statements on the incident report.
APPENDIX 16

GM’S LOG

Asst Manager: Raj  Shift: 1200-2100  Date: 18/12/05
Guest Name: Robt Allan Gregary  Room No: 1606  C/in: 18/12  C/out: 20/12
Company:  Rates: RM 265++

- The above mentioned guest complaint that his credit card was fraud in our Hotel
- He claim that his last stay was somewhere on February 2004
- The Credit card was used last at our hotel
- He found that the card was used at Manila for AUS15,000
- The credit card centre has called our Finance department for clarification and enquirie
  but no reply from our part.
- He need an explanation from our management before 20/12/05

Dec 19/05 8am
Ann Ras – McCormick Please Transmit to -
Raj – When logging down details of the above
Please be a bit more proactive and correctly
Informative. Any record down as necessary

1. The Credit Card Type
2. The Credit Card Number
3. The Date of his last stay
4. A Copy of the Form

All Three are necessary when recording the above details and documentation
Are just as necessary
In future full details are required.
The Ee Chinese Restaurant on Chinese New Year

Dear All,

Here I like to informed that, our outlet Ee Chinese Cuisine will be closed on 29 January 2006 for the whole day and 30 January 2006 will open for the Dinner only (No Lunch). Kindly take you note.

God Bless and Happy Chinese New Year
Alex Tan

From: Wilfred Yeo
Sent: Tuesday, March 14, 2006 8:55 AM
To: Luke Nathan
Cc: FO Management
Subject: RE: Room Enquiries

What sort of reply is this? With Fidelio screen and all. Do we expect our guest to understand this? Sentence construction without any punctuation? Can we have standard reservation reply templates to be used by all. And please do not include prior e-mail forwardings i.e from me to you as I do not want the guest to be kept 'in the loop' of our instructions internally. Thanks.

Best Regards,
Wilfred Yeo
General Manager

EASTIN HOTEL
13 Jalan 18/11
Puteri Dagang Seksyen 16
46350 Petaling Jaya, Selangor - Malaysia
D/L +603 7628 7388
Tel +603 7665 1111 ext 328
Fax + 603 7665 8888
Email: wilfred.yeo@eastin.com
http://www.eastin.com

-----Original Message-----
From: Enran Hafidz
Sent: Monday, March 13, 2006 7:45 PM
To: nesa@pacific.net.sg
Cc: Luke Nathan; Wilfred Yeo; FO Management
Subject: Room Enquiries

Greetings from Eastin Hotel!!!

Yes Ms Nesa We still do have rooms these are the price and types of room thats available.

-Deluxe king RM225++

-Eastin Deluxe Suite RM385++

-Club Deluxe Twin (Twin Bed) RM265++

Extra Bed
RM60++ Extra Bed With Breakfast
RM45++ Extra Bed Only
RM100++ Extra Bed Including Buffet Breakfast and Also Club Benefits (CLUB DELUXE TWIN)
DEPARTURE SLIP

Dear guest,

Thank you for selecting The Eastin Hotel as your choice of accommodation. We hope that you have had a pleasant stay with us.

Our records indicate that you are checking out tomorrow. However, should you wish to extend your stay, please contact the Front Desk at extension 220 and we will try our utmost to accommodate your request based on our room availability.

We would like to advice you on record that our Check Out time is 12.00 noon.

Thank you.

Luke Raja Nathan
Front Office Manager
MAINTENANCE WORK ORDER

Reported By: KHEEWAN
Date: 22/11/05
Department: FRONT OFFICE
Time: 12:55

Location (PA): 
Room No.: 

Reason: BOTTOM BASE ALREADY PROOFED NEED 70° RE WELD ASAP

Done / Checked By: 

<table>
<thead>
<tr>
<th>NAME</th>
<th>DATE</th>
<th>TIME</th>
<th>REMARKS</th>
</tr>
</thead>
</table>

White - Maintenance  Green - Technician  Pink - Regulator
Eastin Hotel

We are pleased to advise you of our receipt of the following on your behalf.
To claim the item, kindly bring this slip to the CONCIERGE COUNTER at the Lobby.

TO: MR./MRS./MS. 
FROM: MR./MRS./MS.
ROOM NO.: 
ROOM NO.: 
ADDRESS: 
ADDRESS: 
TEL.: G888979.
TEL.: 
DATE RECEIVED: 8/3/06 17:00 hrs.
RECEIVED BY: 

ITEMS: [ ] ENVELOPE [ ] PACKAGE [ ] TICKET [ ] COURIER [ ] OTHERS

MR. ALVIN REQUESTED TO SEND BACK BY POST TO HIS ADDRESS.

RECIPIENT'S NAME & IC NO.: 
RECIPIENT'S SIGNATURE: 
DATE & TIME: 10/3/06 11:45 pm.

ACKNOWLEDGEMENT OF RECEIPT IS NOT AN ACKNOWLEDGEMENT OF LIABILITY.
Eastin Hotel will not be held liable for any loss / delivery / loss or damage of the aforesaid item / letter / parcel / article hereby received.
Items will be kept for 3 (three) months only.
EASTIN
HOTEL

CHANGE SHIFT OR OFF DAY FORM

Date: ______________

I, ______________ (Emp. No. __________) and ______________ (Emp. No. __________) would like to change shift / off day on date ______________.

Therefore, I will be working from ______________ a.m./p.m. to ______________ a.m./p.m. instead of from ______________ a.m./p.m. to ______________ a.m./p.m. and ______________ vice-versa. I will be liable to work both shifts of myself and my colleague if he/she fail to report for duty of the changed time schedule.

Requested by, 

Agreed by, 

Approved by, 

__________________________
(Team Member)

__________________________
(Team Member)

__________________________
(AFOM / FOM)

* Change of shift must be requested and approved at least 3 days in advance before the original shift.

* Shift changes will only be approved for emergency cases only.
REQUEST TO WORK ON PUBLIC HOLIDAY / REST DAY

<table>
<thead>
<tr>
<th>Name</th>
<th>Staff No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
<td>Position</td>
</tr>
<tr>
<td>Public Holiday</td>
<td>Date</td>
</tr>
<tr>
<td>Rest Day</td>
<td></td>
</tr>
<tr>
<td>Reason For Request</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employee</th>
<th>Section/Dept. Head</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature &amp; Date</td>
<td>Signature &amp; Date</td>
</tr>
<tr>
<td>DATE</td>
<td>STAFF NO</td>
</tr>
<tr>
<td>------</td>
<td>----------</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note:** Submission on the 10th of every month.
APPENDIX 25

EASTIN HOTEL

EXIT PASS

TO : DEPARTMENT HEAD

FROM : Name : ...............................................................

Emp No. : .............. Tel. Ext. No. ...........................................

Department : ........................................................................

Current Shift : .....................................................................

I wish to seek your permission to go out of the Hotel premises on ......................(date)
at ..............................................(time) for approximately .............. minutes.

Purpose : ................................................................................

Thank you Permission granted by:

.................................................................

Employee Signature

.................................................................

Actual Time Out : ............................................................

Date : .................................................................

.................................................................

Security Signature

................................................................. Cut .................................................................

FOR SECURITY DEPARTMENT USE ONLY

Name : .................................................................Dept :

Actual Time Out : ............................................................

Actual Time In : ............................................................

Date : .................................................................

.................................................................

Employee Signature Verified By Human Resources Dept

.................................................................

Security Signature

Note: This portion "MUST" be retained and returned to the security upon returning to the hotel.

164
**APPENDIX 26**

**LEAVE APPLICATION FORM**

<table>
<thead>
<tr>
<th>TYPE OF LEAVE</th>
<th>DATE</th>
<th>DAYS</th>
<th>LAST YEAR BALANCE</th>
<th>CURRENT BALANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANNUAL LEAVE</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>COMPASSIONATE LEAVE</td>
<td>19/4/05</td>
<td>(1)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>MATRIMONIAL / PATERNITY / MATERNITY</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>REPLACEMENT PUBLIC HOLIDAY</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>REPLACEMENT REST DAY (please specify)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCHEDULED REST DAY</td>
<td>16/4/05</td>
<td>(1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>UNPAID LEAVE</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OTHERS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Remarks & Reasons of Leave:**

- Parent coming for a short visit.

**Contact Address:**

- 6th Fl., Jasmine Towers, Block A, Jalan SS2/21, 47300, PJ, Selangor, Malaysia
- Tel No: 016-2717300

**Employee Signature & Date:**

**Section / Dept. Head Signature & Date:**

**Human Resources Department Signature & Date:**

**General Manager Signature & Date:**

1. White - Employee  
2. Yellow - HR Dept.  
3. Pink - HOD
### FRONT OFFICE ACCOUNTING VOUCHER CONTROL SHEET

<table>
<thead>
<tr>
<th>Voch No</th>
<th>Room Charge</th>
<th>Forex Exchange</th>
<th>Paid Out</th>
<th>Miscellaneous</th>
<th>Cash Settlement</th>
<th>Refund</th>
<th>Deposit</th>
<th>Rebate</th>
</tr>
</thead>
</table>

**EASTIN HOTEL**

POS / PDA/ AM:

Shift:

am/pm to am/pm
# FRONT DESK FOS DAILY CHECK LIST

Date: 

<table>
<thead>
<tr>
<th>NO</th>
<th>CHECKLIST</th>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>1)</td>
<td>Check manning of the staff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2)</td>
<td>Read logbook ( any follow up or info )</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3)</td>
<td>Attend briefing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4)</td>
<td>Counting float ( handover by earlier shift )</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5)</td>
<td>Print back up report</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6)</td>
<td>Check stationary / equipment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7)</td>
<td>Check arrival, blocking room ( vip / cip / fit / group )</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8)</td>
<td>Check special column - arrange accordingly ( eg: ns / dt / dk )</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9)</td>
<td>Print trace report ( any follow up )</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10)</td>
<td>Daily job - check in, check out billing etc</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11)</td>
<td>Arrange for meal break</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12)</td>
<td>Do bucket check - regcard</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13)</td>
<td>Check departure room</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14)</td>
<td>Update accounting voucher control sheet</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15)</td>
<td>To check all transaction / posting ( individually )</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16)</td>
<td>Print LIMO report</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17)</td>
<td>Handover cashiering / duties to next shift</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

** IN THE ABSENT OF FOS, SENIOR FOA WILL FOLLOW-UP **

Remarks and follow up:
**MANUAL CHECK - OUT FOLIO**

<table>
<thead>
<tr>
<th>Date</th>
<th>Reference</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Room Charge RM x (Nites) = RM</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>RM</td>
</tr>
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<td></td>
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<td>RM</td>
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<td>RM</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>RM</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Balance (Cash / Credit Card / CTC / Others)</td>
<td>RM</td>
</tr>
</tbody>
</table>

THANK YOU FOR STAYING WITH US AND WE LOOK FORWARD TO WELCOME YOU AGAIN ****

Guest' Signature: ____________

(Regardless of change instruction, I acknowledge that I am personally liable for the payment of the above statement)

*Late charge to be done should there be any outstanding amount after check-out due to system down*
## TELEPHONE CONTROL SHEET

**DATE:** ____________________  **SHIFT:** ____________________  **NAME:** ____________________

<table>
<thead>
<tr>
<th>NO</th>
<th>TEL NO</th>
<th>TIME</th>
<th>CALLED TO</th>
<th>COMPANY</th>
<th>CALLED BY</th>
<th>REASON FOR CALL</th>
<th>EXT</th>
<th>TEL OPR</th>
<th>REMARKS/AM/FOS-TEL</th>
</tr>
</thead>
</table>

**PREPARED BY:** ____________________  **CHECKED BY:** ____________________  **APPROVED BY:** ____________________

**TELEPHONE SUPERVISOR**: ____________________  **LUKE RAJA NATHAN**
<table>
<thead>
<tr>
<th>ROOM NO</th>
<th>ARR/ DEP</th>
<th>GUEST NAME</th>
<th>TIME</th>
<th>PORTER</th>
<th>JOB TYPE</th>
<th>ROOM NO</th>
<th>GUEST NAME</th>
<th>TIME</th>
<th>PORTER</th>
<th>NO OF ITEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**ROOM CHANGES**

<table>
<thead>
<tr>
<th>DATE</th>
<th>FROM</th>
<th>TO</th>
<th>NAME</th>
<th>TIME</th>
<th>PORTER</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NO</td>
<td>Equipment Check</td>
<td>Types</td>
<td>Time/Checker</td>
<td></td>
<td></td>
</tr>
<tr>
<td>----</td>
<td>-----------------</td>
<td>-------</td>
<td>--------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>TRU-ME 3900 (2)</td>
<td>Treadmill</td>
<td>08:00, 09:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>PRECOR USA (1)</td>
<td>Treadmill</td>
<td>10:00, 11:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>PRECOR 880 (1)</td>
<td>Treadmill</td>
<td>12:00, 13:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>PRECOR STRETCH TRAINER (1)</td>
<td>Gym</td>
<td>14:00, 15:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>DUMBBELLS (10 PCS)</td>
<td>Weights</td>
<td>16:00, 17:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>WATER DISPENSER &amp; CUPS</td>
<td>To/Check Quantity</td>
<td>18:00, 19:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>TELEVISION (1)</td>
<td>On</td>
<td>20:00, 21:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>FLOOR EXERCISE CAPS GREEN (1)</td>
<td>Off</td>
<td>22:00, 23:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>D Article, Weight Scale (1)</td>
<td>Yoga</td>
<td>24:00, 01:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>TOWELS</td>
<td>Clean - No. of Towel</td>
<td>02:00, 03:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Not TOWELS - To Call Mnk</td>
<td>Not TOWELS - To Call Mnk</td>
<td>04:00, 05:00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Remarks:

Date Prepared: 8/21/96

APPENDIX 32
CONDUCT AND ABILITY REPORT

Name: __________________________  Employee No: __________________________
Division/Section: __________________________  Department: __________________________
Position: __________________________
Report Issue:  Exemplary Conduct [ ]  Verbal Warning [ ]  Written Warning [ ]
Level:  First [ ]  Second [ ]  Third [ ]

Note: This form is to be used to record instances of exemplary conduct or ability and/or instances of misconduct or inefficiency. This record will be placed in the Employee’s Personal File.

DETAILS OF CONDUCT AND/OR ABILITY

________________________________________________________________________

________________________________________________________________________

ACTION TAKEN

________________________________________________________________________

FURTHER ACTION

________________________________________________________________________

I have read and understand the contents of this report.

Employee: __________________________  (Date)  HRD: __________________________  (Date)

Supervisor: __________________________  (Date)  GM: __________________________  (Date)