

**Questionnaire**

**APPENDIX 1**

**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.***  
[ 1 ] -first choice [ 2 ] - second choice [ 3 ] - third choice [ 4 ] - fourth choice
- 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.***  
[ 1 ] -first choice [ 2 ] - second choice [ 3 ] - third choice [ 4 ] - fourth choice

- a) Malay songs
- b) English songs
- c) Chinese songs
- d) Tamil songs
- e) Others : Please specify \_\_\_\_\_

**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

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);**

<b>1</b>
<b>2</b>
<b>3</b>

**Most important**  
**Very important**  
**Important**

<b>4</b>
<b>5</b>

**Less important**  
**Not important at all**

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
- c) Most of the time
- d) All the time
- 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
-

c) I can most of the time

d) I can all the time

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:

---

---

---



**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:

---

---

---

---

---

**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**

---

---

---

---

---

DATE: \_\_\_\_\_ NO: \_\_\_\_\_

17/2/08

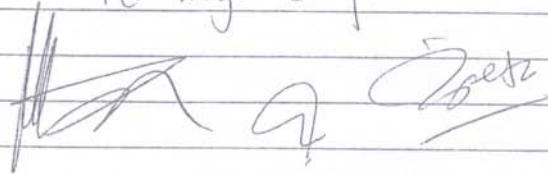
(Night shift)

Zeta:

2400 - come in & encountered one problem from room 1322  
 Mr. Victor Norman (Dialog company) complains that  
 is a noisy come from next door. Go up w/ Mr Wang (afternoon  
 Am) to check.

- there's nothing (no noisy) that we can hear when we  
 enter the room ~~we~~ accept aircond blower ~~was~~ sound. ~~but~~  
 we just inform him if there's any problem happen again -  
 just give us a call & we will check again. No call  
 till this morning at 0700. I already prepared one additional  
 room for him to change if in case ~~the~~ he counted the  
 same problem. See new booking &

No major complaint!



16/10. GST CAME FOR WEDDING. PACKAGES ENQUIRY.  
 \* CONTACT FEW DAYS BACK TO SALES & MARKETING  
 AND ASK TO FAX THE DETAILS BUT DID NOT  
 DO IT. GST WAS SO KEEN ABOUT THE PACKAGE.  
 I MY SELF BROUGHT THE QUEST TO THE BALLROOM  
 AND SHOW THEM. I EXPLAIN WHAT I KNOW  
 ABOUT THE PACKAGE. I TOLD TO THE QUEST THAT  
 I WILL ASK THE SALES & MARKETING TO CALL  
 BACK. THE QUEST WAS HAPPY WHEN I GAVE  
 THEM THE WEDDING PACKAGE BROUCHERS.

16/10 TO  
 ALL.

IF OUR IN-HSE GST WANTS TO BORROW  
 THE UMBRELLA WE DON'T NEED TO COLLECT  
 DEPOSIT RM 50. BUT IF ITS A OUTSIDE  
 GST WE MUST COLLECT RM 50 DEPOSIT  
 THAN OPEN THE ACCOUNTING VOUCHER ASK  
 THE GST TO SIGN. COMMENTS WRITE LOAN  
 UMBRELLA. THAN, WHEN THE GST 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 GST BORROW THE UMBRELLA MAKE  
 SURE HIS ROOM IS PAID BY CREDIT CARD  
 OR GST GOT - BALANCE AMOUNT. THAT WE  
 HAVE TO GIVE HIM/HER BACK. SO WE CAN  
 MAKE THAT AS A DEPOSIT. NO NEED TO

DATE 4/5

② There was a mystery shopper check in. Regarding to the person or report that the management receive. 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 that is:-


- Please
- Thank You
- Eye contact
- Good greetings.


TQ - 

Alexander

11-Jan.

15/1/05

\*  
① No show got Mr. Tar Boon that Room 1124. pay acc. but do get booking. 

② New Rate code for weekend package for Suite Room. Wste (ED, Ek, Ek) for Deluxe Room. Remain the same WEBF, Rate code had been extended til 1/1/06 please take note. TQ. 



edward.

15/12/2005

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 Lou.

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 16/11

For those name how are suppose to attend training pls make sure attend the training because attendance is compulsory.






DATE NO 14

20/8/05  
 June - 7am - 3pm

1. STAFF TRANSPORTATION FOR KL AREA, TODAY WILL BE THE LAST DAY. THOSE STAYING AROUND PJ, TRANSPORTATION STILL ON TILL END OF SEPTEMBER. *Planned*
2. IF YOU ARE NOT <sup>SATISFY WITH</sup> ~~WORKING~~ ~~BEHAVIOUR~~ THE CAPATERA POOL, YOU MAY WRITE DOWN IN THE LOGBOOK AND INFORM TO AM. *Planned*
3. STAFF GATHERING FOR AUGUST POSTPONED TO 2ND SEPT. TIME 3.30PM AT CHILI'S CAFE. *Planned*
4. IF YOU WORKING ~~AND~~ RELIEF SHIFT, PLEASE REPORT DUTY TO AM AND THEY WILL BRIEF YOU ACCORDINGLY. *Planned*
5. PN. HAZAH DARINA HJ ISHAK WIFE TO HJ ZULKIFLI BAHARUM WILL BE CHECK IN AT 8PM. *Planned*
6. PLEASE TAKE NOTE! IF WORK MORNING OR NITE SHIFT, YOU ARE NOT ALLOWED TO BRING BACK OR KEEP THE NEWSPAPER WITH YOU. BUT IF YOU WORK AFTERNOON SHIFT, YES YOU MAY BRING BACK AFTER WORK. *Planned*
7. IF MS SU PEI CALL YOU AND REQUEST SOMETHING (eg: comp room), PLEASE INFORM TO GM MR WILFRED OR PM MR LUKE FIRST. *Planned*
8. THAIAT WILL BE CLOSED ON 31 AUG '05.

Simone - 3pm - 11pm. *Planned*

1. Room 1419 under Datu Chew Teck Fang, Ms. Wendy

incident of Limo for hotel guest.

Room 1102 (Mr. Bernhard 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. Derek 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 c/out but was unhappy with the rates and arrangement.

Room 1614 (Mr. Waffalla 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 their luggage.

Solution

\* Arrange MPV (Smart-cab) to KLIA with the rates of RM90. Guest was very happy.

Room 1106 (Mr. Ken Soh Tuck Kong)

- 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 at a lower rate.

	DATE	NO
> 01-12-2005		
Melanie Sharon		
11 <sup>00</sup> pm - 7 <sup>00</sup> am		
Breakfast List Report.		
① GB 11C		
GB 36: KEMENTERIAN PELAJARAN.		
: Majlis Peperiksaan Malaysia.		
: Iken handle Sdn. Bhd.		
: Freestyle Holidays.		
<div style="border-left: 1px solid black; border-right: 1px solid black; padding: 0 10px;">                     Kit                      6.40 pm                 </div>		
② Attn: In the event if any "Jockey staff" ask to post the charges for "Valet Parking" in to the room (as p get) Pls get the vehicle no, get name, get signature, Car name & colour. <sup>also photocopy the jockey tag.</sup> This is to avoid get from denying that he have ask to post to the room.		
* For Example: DTC Zubir's Kes, According to him, he doesn't wanna pay for the "Valet Parking" coz there's no car NO, get name, car name/color, get signature, Parking time & Date:.....		
* The charges is posted by Janet. Time: 17:32:09 pm on Sunday 27th November 2005.		
* Janet plz give an explanation to MR. SUREN (AFOM) who open the accounting vchr and who gave the tag for you to post (Jockey staff). Tq.		
③ In future, if there's any get would like to extend stay, plz take the credit card verification first before extending. There's a case where the get extended his stay so the Reception extended but didn't take verification on c/card. Upon a/c/c card decline and couldn't contact get. The staff who extend stay must pay for it! Tq.		
④ RM#1314 MR. Takagi will change room after 3pm (get aware), Get will opt from 1314 and put his luggages at concierge and will come back in the evening to te-c/in.		

	DATE	NO
<p><del>10/12/18</del> 26-11-18 7:30-3pm</p>		
<p>Attn to Night Shift/EVERYBODY..</p>		
<p>① When you do the rebate please attach supporting bill. Which is the bill is without signature of the guest. Do not submit without the white bill.</p>		
<p>② It is a traditional to place Bible in every single room of the hotel. If guest request to remove it. call housekeeping. Cas per tom</p>		
<p>③ Simone, please meet Cathrine from h/k regarding your new uniform.</p>		
<p>④ IF anyone from kementerian group wanna clout, please clout in the system.</p>		
<p>3-11pm, Simone</p>		
<p>" Please ask the guest for their co. name if there is none given put nil. in the company name column.</p>		

*[Handwritten signatures and notes in the right margin]*  
 Guest  
 March Ann  
 for Dany/First  
 Wile

# 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 woman who approached to Sara (Concierge) at 4.30am to assist her to the 15<sup>th</sup> 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.

*[Handwritten signature]*  
*[Handwritten signature]*  
 Sec of the Com

## 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++	
<ul style="list-style-type: none"> <li>Received called from Ms Chow, secretary from above company at 0945hrs.</li> <li>She commented that her guest Mr. Kataoka had a water disruption in his room from the day he checks in until this morning.</li> <li>Explained to her it's due to piping rectifications by the Water Works Department which has affected our water supply.</li> <li>Given 50% discount of the room rate on the 19<sup>th</sup> Dec 2005 of the goodwill from the management and apologies for the inconvenience caused.</li> </ul> <p style="margin-left: 20px;"><b>Went up to check on the water quality and found the water slightly brownish but it was fine after run it for 10 minutes.</b></p> <p style="margin-left: 20px;"><b>Send fruit platter to his room together with a message to apologies on the above matter.</b></p>		

## 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 Pejabat Polis Pahang.

- The above said guest came to check in at 12.00noon and room 1815 is still vacant dirty.
- The FOS Zieta 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 Zieta blocked Room 1819.
- At 4.30 pm En. Nik called Front Desk to check on his room status with FOS Melanie.
- FOS Melanie checked the status as per reserved by FOS Zieta and informed guest the room is clean.

1) FOS ZEITA 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

*Handwritten signatures and initials:*  
 Amy                      Dee                      Adr

Date: 8/12/05  
 Shift: 1700 - 0100 hrs  
 Att: Kenny.

**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 15<sup>th</sup> 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.



(73)

Date	18/12/2005	DATE	NO.
Shift	12-8	Raj's Fin Attache Voucher Book	
AM	Raj	In our safe box	NOT WITH FINANCE

Dear Morning AM, Please get new fin Attache vouchers from finance and send to Room # 1201 under Main Down Hill.  
How About the situation?

**GM'S LOG**

Asst Manager: Raj                      Shift: 1200-2100                      Date: 18/12/05  
 Guest Name : Robrt Allan Gregory    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 froud 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 AUS\$15,000
- The credit cart centre has called our Finance department for clarification and enquire but no reply from our part.
- He need an explanation from our management before 20/12/05

Dec 19/05 Som  
 Ann Ros - All Concerned Please Take Note  
 Ros - when logging down details of the above please be a bit more proactive and correctly informative and record down as necessary

- ① The credit card type
- ② The credit card number
- ③ The print of the last stay
- ④ A copy of the foud
- ⑤ Who clin + with client

- All these are necessary when recording details down NOT JUST STATING THE ABOVE - DETAILS AND DOCUMENTATION ARE JUST AS NECESSARY  
 IN FUTURE FULL DETAILS ARE REQUIRED.

**Alex Tan**

---

**From:** Chandra Malar  
**Sent:** Friday, January 06, 2006 12:58 PM  
**To:** Eastin All  
**Subject:** The Ee Chinese Restaurant

**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 16/11  
 Pusat 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:** Emran 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 advise you on record that our Check Out time is 12.00 noon.

Thank you.

A handwritten signature in black ink, appearing to read "Luke Raja Nathan", with a horizontal line extending to the right.

**Luke Raja Nathan**  
Front Office Manager



**EASTIN**  
HOTEL

No. M 64307

**MAINTENANCE WORK ORDER**

Reported By: KHERWAN Date: 22/11/05

Department: FRONT OFFICE Time: 12:55

Location (PA): \_\_\_\_\_ Room No.: \_\_\_\_\_

Reason: BOTTOM BASE ALREADY BROKEN  
NEED TO BE WELD. ASAP.

Done / Checked By: \_\_\_\_\_

NAME	DATE	TIME	REMARKS

White - Maintenance      Green - Technician      Pink - Requisitor

# EASTIN HOTEL

S/No: 4653

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.

0/3

TO MR/MRS/MS. <del>Pos Express</del> MR. ALVIN YECH.	FROM MR/MRS/MS. EASTIN HOTEL CONCIERGE
ROOM NO. _____	ROOM NO. _____
ADDRESS _____	ADDRESS _____
TEL. 04-6588979.	TEL. _____

DATE RECEIVED 8/3/06 17:00 hrs. RECEIVED BY IUM

ITEMS:  ENVELOPE  PACKAGE  TICKET  COURIER SERVICE  OTHERS \_\_\_\_\_

MR. ALVIN REQUESTED TO SEND BACK BY POST TO HIS ADDRESS. 10/3/06 11:45 pm

RECIPIENT'S NAME & IC NO. \_\_\_\_\_ RECIPIENT'S SIGNATURE \_\_\_\_\_ DATE & TIME \_\_\_\_\_

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



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



Name \_\_\_\_\_ Staff No. \_\_\_\_\_

Department \_\_\_\_\_ Position \_\_\_\_\_

Public Holiday \_\_\_\_\_ Date \_\_\_\_\_

Rest Day

Reason For Request \_\_\_\_\_

\_\_\_\_\_

<p>Employee</p>  <p>_____ Signature &amp; Date</p>	<p>Section/Dept. Head</p>  <p>_____ Signature &amp; Date</p>
--	--





**MONTHLY OVERTIME FORM**

NOTE : SUBMISSION ON THE 16TH OF EVERY MONTH.

STAFF NO : \_\_\_\_\_  
 STAFF NAME : \_\_\_\_\_  
 DESIGNATION : \_\_\_\_\_

PERIOD : 16TH \_\_\_\_\_ TO 15TH \_\_\_\_\_

DEPT : \_\_\_\_\_  
 SECTION : \_\_\_\_\_

DATE	NORMAL WORKING HOURS		OVERTIME REQUISITION		ACTUAL WORKDONE			REASON FOR OVERTIME (REMARKS)		
	START	END	FROM	TO	NO. OF HRS	PLEASE STATE THE NUMBER OF HOURS IN THE RELEVANT COLUMN	**P.H.			
						FROM	TO	NORMAL	RESTDAY	**P.H.
16										
17										
18										
19										
20										
21										
22										
23										
24										
25										
26										
27										
28										
29										
30										
31										
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
14										
15										
<b>TOTAL</b>										

REMEMBER : PLEASE ENSURE ALL INFORMATION IS ACCURATE BEFORE SUBMISSION

REQUISITED BY : \_\_\_\_\_

APPROVED BY : \_\_\_\_\_

VERIFIED BY : \_\_\_\_\_

SECTION HEAD / DATE \_\_\_\_\_

DEPARTMENT HEAD / DATE \_\_\_\_\_

PAYMASTER / DATE \_\_\_\_\_

HR/REVISED : 16/1/02

- \*\* P.H. : (1) LABOUR DAY
- (2) NATIONAL DAY
- (3) BIRTHDAY OR YANG DI PERTUAN AGONG
- (4) BIRTHDAY OF SULTAN OF SELANGOR



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 Department Head/Date

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

Date : ..... Position : .....

..... 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.





### LEAVE APPLICATION FORM

Name : RONALD CHENG KOK KHIONG Staff No : TRANCE  
 Department : CONCIERGE Position : Bellman  
 Leave is from : 16/4/05 to 17/4/05 Total No of days : 2 days

TYPE OF LEAVE	DATE	DAY(S)	LAST YEAR BALANCE	CURRENT BALANCE
<input type="checkbox"/> ANNUAL LEAVE				
<input checked="" type="checkbox"/> COMPASSIONATE LEAVE	<u>17/4/05</u>	<u>(1)</u>	-	-
<input type="checkbox"/> MATRIMONIAL / PATERNITY / MATERNITY				
<input type="checkbox"/> REPLACEMENT PUBLIC HOLIDAY (please specify)				
<input type="checkbox"/> REPLACEMENT REST DAY (please specify)				
<input checked="" type="checkbox"/> SCHEDULED REST DAY	<u>16/4/05</u>	<u>(1)</u>		
<input type="checkbox"/> UNPAID LEAVE				
<input type="checkbox"/> OTHERS				

Remarks & Reasons of Leave : Parents coming for a short visit  
 Contact Address : B-801, JASMINE TOWERS BLOCK B, JALAN SS 2/72, 47300, P.1, SELANGOR,  
(In case of emergency) MALAYSIA Tel No : 016-2915700

Employee	Section / Dept. Head	Human Resources Department	General Manager
 Signature & Date:	 Signature & Date:	Signature & Date:	Signature & Date:

1. White - Employee      2. Yellow - HR Dept.      3. Pink - HOD





## MANUAL CHECK - OUT FOLIO

Guest Name : \_\_\_\_\_ Room No : \_\_\_\_\_  
 Date : \_\_\_\_\_ Time : \_\_\_\_\_  
 Check In Date: \_\_\_\_\_ Check Out Date : \_\_\_\_\_  
 By Cashier : \_\_\_\_\_

Date	Reference	Description	Amount
_____	_____	Room Charge RM _____ x _____ (Nites) =	RM _____
_____	_____	_____ =	RM _____
_____	_____	_____ =	RM _____
_____	_____	_____ =	RM _____
_____	_____	_____ =	RM _____
_____	_____	_____ =	RM _____
Balance			
(Cash / Credit Card / CTC / Others)			RM _____

**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\*











**CONDUCT AND ABILITY REPORT**

Name	: _____	Employee No	: _____
Division/Section	: _____	Department	: _____
Position	: _____		
Report Issue	: Exemplary Conduct <input type="checkbox"/>	Verbal Warning <input type="checkbox"/>	Written Warning <input type="checkbox"/>
Level	: First <input type="checkbox"/>	Second <input type="checkbox"/>	Third <input type="checkbox"/>

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)