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MINIMUM REQUIREMENTS FOR ORCHID RATING OF HOTEL

A. CLEANLINESS AND HYGIENCE STANDARD

NO.	CRITERIA	ONE ORCHID	TWO ORCHID	THREE ORCHID
A1	DUSTBINS	<p>ALL CATEGORIES:</p> <ol style="list-style-type: none"> All dustbins must lined with plastic bag, placed at suitable areas and to be covered at all times. Encourage usage of separate waste bins with labels for recycling at exit centre area 		
A2	SANITARY INSTALLATION/TOILET (MINIMUM SIZE OF A TOILET AND BATHROOM IS 2 SQUARE METER.)	<p>At least one common bath-room and toilet for every 8 occupants or 2 every 9-20 occupants.</p> <p>Separate toilets/bathroom for ladies/gentlemen with clear labels.</p> <p>Toiletries are not required.</p>	<p>At least one common bathroom/toilet for every 1-7 occupants.</p> <p>Separate toilets/bathrooms for ladies/gentlemen with clear labels.</p> <p>Toiletries are not required.</p>	<p>Individual bathroom and toilet in every room.</p> <p>Complete with basin, shower or bath tub and small pail.</p> <p>Towels and basic toiletries are required.</p>
		<p>Advisable to use bio-degradable liquid soap/shampoo dispenser.</p>		
		<p>Water ladle to be made available.</p>		
A3	HEALTH AWARENESS MESSAGE (e.g. HIV/AIDS Posters And Pamphlets) Green/Environment Awareness Message	<p>ALL CATEGORIES :</p> <p>Healthy lifestyle poster/pamphlets to be displayed.</p> <p>Poster/pamphlets on environmental awareness to be displayed</p>		
A4	KITCHEN	<p>ALL CATEGORIES:</p> <ol style="list-style-type: none"> Food prepared must comply with the hygiene requirements of the Health Authorities. Kitchen/pantry must be in accordance with the requirements of Health Authorities. Separate cooking, washing, storage area and utensils for non-halal food. Food compartments should be labelled accordingly. 		
A5	REFUSE	<p>ALL CATEGORIES:</p> <p>All refuse and garbage must be disposed off daily from the room premises-containers and refuse area to be kept in a sanitary condition.</p> <p>Encourage usage of separate waste bins (brown/blue/orange) for recycling purposes (glass/paper/plastic/aluminium)</p>		
A6	INSECT AND VERMIN PROTECTION	<p>ALL CATEGORIES:</p> <p>Effective protection pest control in all areas of hotel at all time. Encouraged to use ECO-safe or botanically based pesticides.</p>		

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B. BUILDING SAFETY AND GUEST SECURITY

NO.	CRITERIA	ONE ORCHID	TWO ORCHID	THREE ORCHID
B1	CORIDORS	ALL CATEGORIES: Safe, well and clean with adequate corridor precautions (emergency light, exist and directions)		
B2	FIRE SECURITY AND SAFETY FACILITIES	ALL CATEGORIES: In accordance with local Fire-Fighting and Fire Prevention Laws-Under The Uniform Building by Laws 1984. Possess the Certificate Of Fitness for Occupation. Installation of meters/equipment to monitor and control energy consumption.		
B3	EMERGENCY POWER SUPPLY	ALL CATEGORIES: Battery lamps/torch lights are made available in the event of power failure.		

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C. FACILITIES AND SERVICE

NO.	CRITERIA	ONE ORCHID	TWO ORCHID	THREE ORCHID
C1	RECEPTION AREA	Proper reception area with at least one staff in charge.	Proper reception area with a suitable main entrance. At least one staff in charge.	A comfortable reception area with tables and chairs. A suitable main entrance with at least one staff in charge
C2	PUBLIC TOILET	ALL CATEGORIES: At least one public toilet near the reception area furnished with wash basin and biodegradable liquid soap dispenser. Public toilets for the disabled (OKU) to be made available (In accordance to OKU Act 2007)		
C3	THERMAL CONDITIONS FOR COMMON AREAS	ALL CATEGORIES: Fan provided with good ventilating system.		
C4	PUBLIC TELEPHONE	ALL CATEGORIES: At Least One Public Telephone At The Reception Area (Local Calls And Operator Assisted) Or Equivalent.		
C5	LIFTS/ELEVATOR	ALL CATEGORIES: Lift/evaluators required for building of 60 feet and above or more than five storeys high.		
C6	FRONT DESK SERVICES	ALL CATEGORIES: Guest registration book to be provided attended by at least a staff.		
C7	TAXI SERVICE	Not compulsory	Not compulsory	Service on call taxi to be provided
C8	TOURISM INFORMATION	Not compulsory	Not compulsory	Tourism brochures and pamphlets to be provided.
C9	FIRST AID FACILITIES	Provision of first aid box containing medicine, ointment, bandages etc. (to be replenished, to observe the validity of the product used and inspected from time to time)		

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D. BEDROOM REQUIREMENTS

NO.	CRITERIA	ONE ORCHID	TWO ORCHID	THREE ORCHID
D1	MINIMUM SIZE OF BEDROOMS	ALL CATEGORIES: Minimum standard requirements Size : 8 sq m Heights : 2.5m		
D2	NON-SMOKING ROOM	Not compulsory	Not compulsory	Smoking room to be provided
D3	BEDROOM FURNITURE	1. Beds with clean linen, blankets, clean pillows and mattresses. 2. Waste basket. 3. Hangers/hooks for clothes. 4. Element of Malaysian batik and local (Malaysian) decoration to be provided	1. Beds with clean linen, blankets, clean pillows and mattresses. 2. Waste basket. 3. Hangers/hooks for clothes. 4. Night table 5. Element of Malaysian batik and local (Malaysian) decoration to be provided	1. Beds with clean linen, blankets, clean pillows and mattresses. 2. Waste basket. 3. Cupboard with hangers. 4. One table with one chair 5. Element of Malaysian batik and local (Malaysian) decoration to be provided
D4	BED LINENS, TOWELS	ALL CATEGORIES: Introducing sheets and towel re-use program to reduce usage of water detergent and energy consumption. (to be changed upon guest's request - for the same guest)		
D5	BEDROOM WINDOWS	ALL CATEGORIES: Must adhere to standard building codes set by appropriate authority. Curtain or blinds for window.		
D6	BEDROOM DOORS	ALL CATEGORIES: Each room must be numbered and has individual key with latch/double lock. Materials used should be fire resistant.		
D7	SOUND-PROOFING FOR BEDROOMS	ALL CATEGORIES: To adhere to the local authority standards. Encourage to existence of noise control program from hotel operation.		
D8	THERMAL CONDITIONS IN BEDROOMS; VENTILATIONS	ALL CATEGORIES: To adhere to the local authority standards. Encourage to existence of noise control program from hotel operation.		
D9	BEDROOMS COMMUNICATION	Not compulsory	Telephone provided at least in every floor.	Telephone in every room for local calls and operator assisted.

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D. BEDROOM REQUIREMENTS

NO.	CRITERIA	ONE ORCHID	TWO ORCHID	THREE ORCHID
D10	DRINKING WATER IN BEDROOMS	Drinking water provide upon request.To adhere to the local authority standards. Encourage to existence of noise control program from hotel operation.		Drinking water provided.
D11	INFORMATION MATERIALS IN BEDROOMS	ALL CATEGORIES: Information on the fire prevention/guidelines, house rules and room tariff/charges to be displayed.		
D12	KIBLAT SIGN IN BEDROOMS	ALL CATEGORIES: Kiblat sign displayed clearly on the ceiling of every room		

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E. STAFF

NO.	CRITERIA	ONE ORCHID	TWO ORCHID	THREE ORCHID
E1	MODE OF GREETING	ALL CATEGORIES: Staff should greet guest according to local cultures or Malaysian greeting.		
E2	LANGUAGE	ALL CATEGORIES: Bilingual receptionist.		
E3	NUMBER OF STAFF	ALL CATEGORIES: Adequate number of staff in accordance with hotel rooms/size.		
E4	CITIZENSHIP	ALL CATEGORIES: Only Malaysian citizens are allowed to work as frontlines. Foreign workers are allowed to work at the back of the house only.		
E5	QUALITY OF STAFF	ALL CATEGORIES: Staff training - all staff must be sent for continuous hospitality and environmental awareness training with certification.		