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FACULTY OF ARCHITECTURE, PLANNING AND
SURVEYING
BUILDING SURVEYING DEPARTMENT

INTEGRATED FINAL PROJECT
(BSV 370)

GRAND BLUEWAVE HOTEL
SHAH ALAM

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PREFACE

The quality of the personality and character needed for a managerial position are no longer themselves sufficient for the conduct of a business. In the present highly competitive world, they need to be supplemented by extensive specialist knowledge. For hoteliers and caterers this specialist knowledge ought not to be limited to catering and other aspects of 'service', but should include every subject that substantially affects the profits of the firm.

Mistakes in the fields of maintenance and equipment can be so costly that they significantly affect the firm's financial position. A survey of Malaysian hotels has shown that expenditure on heat, light and additions amounts to about 13 % of total sales. A reduction of costs in these areas could therefore substantially improve a hotel's profitability.

This case study may be very useful to the building maintenance or building surveyor and it can also be used as a reference to the hoteliers and caterers. This is not suggested that hoteliers and caterers become engineers, builders, architects or surveyors. They should, however, have sufficient knowledge of the subjects dealt with in this book to enable them to recognize faults, make the best use of modern ideas, purchase wisely, protect their own interests and discuss technical matters intelligently with experts. The latter are often insufficiently aware of the precise needs of catering establishments, and could produce more successful results if the caterer were able to examine their recommendations critically and make constructive suggestions in the light of his own managerial experience.

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