



DEPARTMENT OF BUILDING SURVEYING,
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DISSERTATION BSV 695

CLEANING MAINTENANCE OF FLOOR FINISHES IN
THREE-STAR HOTELS

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Assalamualaikum W.B.T.....

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ABSTRACT

This research will be mainly about the “maintenance of three-star hotel” regarding the cleanliness of floor finishes in main entrance, corridor and lobby area, the aim of this study is to find the problem regarding the all finishes used and cost involved in three-star hotels.

All floor finishes have their lifecycle period and with good maintenance the lifecycle period of the floor finishes can be longer. The method of the cleaning is very important which needs good workers and to use the suitable detergent for taking care of such expensive floor material.

The research has gathered the data from a few parties such as housekeeping officer and contractor and later being analysed to identify findings with regard to the objectives of the research.

CHAPTER ONE

1.0 Introduction

Malaysia Hotel Management is very important for hotel industry such a good dribbling for the goal of cleanliness management services team, will create maximum investment value for each of our client partners by increasing sales revenue, maximizing profit and providing quality service that included cleanliness of the hotel building.

The increase demands of hotel industry not only from the tourism but come from another industry for example trading with import and export material of technology construction and others business from foreign. The situation in Malaysia with safe and safety surely influence people attend in Malaysia.

As the result the situation development of hotel industry increasing to very faster effected from the demand of foreign and local people. The good business from hotel industry which got a lot of money for the owner of hotel building. Which mean the services is very important too take over for the guest or costumers especially for promote curability and performance hotel for the tourist from abroad and culture people.

Hotel building is classified classification with three-star, four-stars and five-stars and. The standard for classification is based on the services, number of room, facilities and others contributed in hotel with shall be measured with the tourism Malaysia.

The three-star hotel offer services for the customer from the among intermediate person, which mean the good services is always important and underlined from the owner to promote guest to attend and using that hotel. The management for maintenance is very important too for the owner of building but reduce a quality the team of management maintenance and services can perform the lack situation and come more problem for the customer for example floor finishes not to clean with on time or don't have people when incoming phone call from costumer.

This study is focus on the problem occurs in three-star hotel and provide a few recommendation to reduce and solve the problem of the management maintenance and cleaning for floor finishes.