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SATAR YUSOF
DIP. HOTEL AND
CATERING MGMT. (3)
ITM. SHAH ALAM. 1982

FOTOSTAT TIDAK DIBENARKAN

~~THESIS~~

DIPLOMA IN HOTEL AND CATERING MANAGEMENT

Bahagian Perkhidmatan Pembaca & Rujukan
Perpustakaan T. Sul Razak
Institut Teknologi MARA
Shah Alam
Selangor.

**PRACTICAL TRAINING
REPORT**

SATAR BIN YUSOF

DHCM 6

PLACE : HOTEL EQUATORIAL

KUALA LUMPUR.

DEPT : FRONT OFFICE DEPARTMENT

DURATION: 1st. DEC. - 11th. JAN., 1982

DATE : FEBRUARY 6th, 1982.

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lack of continuity

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PREFACE

This Report is based on my Practical Training I had undergone in the Front Office Department at Hotel Equatorial, Kuala Lumpur.

It covers key aspects of the operation of both the Reservation and Reception area. It includes all the necessary informations on the working procedures, job descriptions and related notes.

I have also included in this report all the related articles, forms and diagrams which I hope could make a better understanding of the subjects being discussed.

For Meetings & Conventions, the hotel boasts of its Ballroom, Banquet, Day and Banquet with facilities from a minimum of up to 600 complete with audio visual equipment.

It also incorporated a swimming pool and shopping area, laundry and valet, 24-hour room service and telephone and telex services.

And for safety reasons, the hotel is equipped throughout with fire sprinklers. It is a complete businessmen's and family resort.

ALL ABOUT HOTEL EQUATORIAL

Towering 17 storeys high, Hotel Equatorial presents a magnificent panoramic view of the city. Set against a beautiful tropical skyline amidst luxuriant greenery within easy reach of all parts of the city.

Three hundred luxuriously comfortable rooms and suites elegantly furnished with airconditioning, private bath, music, phone and wall to wall carpeting so designed to pamper any guest.

The hotel incorporates a 24-hour Coffee Shop and 3 specialty restaurants serving Japanese, Swiss, and Chinese cuisine respectively, 2 lounges and a spacious lobby.

For Meetings & Conventions, the hotel boasts of the Ballroom, Mawar, Raya and Cempaka with facilities from a minimum of 5 up to 600 complete with audio visual equipment.

It also incorporates a swimming pool and shopping arcade, laundry and valet, 24-hour room service and telephone and telex services.

And for safety measures, the hotel is equipped throughout with fire sprinklers. It is a complete businessman's and family retreat.