

SCHOOL OF HOTEL & TOURISM MANAGEMENT
PRACTICAL TRAINING REPORT
AT
KUCHING HILTON
5TH JUNE - 24TH AUGUST 1996

PREPARED FOR:

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DIPLOMA IN HOTEL MANAGEMENT
FIFTH SEMESTER

TO BE SUBMITTED BY:

12TH JANUARY 1997

PRACTICAL TRAINING SCHEDULE:

5TH JUNE - 24TH AUGUST 1996,

KUCHING HILTON

DEPARTMENT:

FOOD & BEVERAGE

- Steak House 5th - 11th June
- Waterfront Cafe 12th - 18th June
- Banquet Operations 19th - 25th June

HOUSEKEEPING

- Room 26th - 29th June
8th - 9th July
- Public Area 1st - 2nd July
10th - 11th July
- Supervisor 3rd - 6th July
- Linen 12th - 13th July
- Laundry 15th - 16th July

FRONT OFFICE

- Executive Business Centre 17th - 6th August

BALR MARKETING

- Sales 7th - 24th August
- Guest Relations

ACKNOWLEDGMENT

First of all, I would like to thank the Lord Almighty for the gift of good health throughout my practical training stint.

I am indebted to Mrs Artinah Zainal for her arrangements and making my placement at the Kuching Hilton possible.

I would like to acknowledge the contributions of the following numerous managers and all the staff at the Kuching Hilton for the opportunity to observe and learn the good and bad aspects of the hotel industry. The knowledge and experiences gained from the exposure of their leadership were meaningful. Their friendliness and kindness had made my practical training enjoyable and memorable. It is with pleasure that I extend my appreciation to Kuching Hilton for allowing me to "grow up" with the "real life" in the hospitality industry, especially to the Personnel Manager, Mr Francis Jee and his assistant Miss Emily Sijore.

Finally, a special acknowledgement to my family for their confidence in me, encouraging me quietly from a distance and prepared me to "swim with the sharks". Without talent, cooperation and motivation from these respected people, this report might not have been completed.

Thank You.

PREFACE

I was glad to be given the opportunity to complete the first part of my Industrial Practical Training in this hotel, Kuching Hilton from the 5th June to the 24th August 1996. As a part of the course requirement, a report has to be submitted by all students undergoing the training.

This report is written to analyse the implementation of the practical training HCM 300 itself. This report is divided into two sections. The first section is the result of my observations, analysis and evaluation made during my stint at the Kuching Hilton.

The second section is the appendix where the outlet manuals are submitted as examples. The method, layout and contents of these appendices are included to make a better understanding of my report.

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INTRODUCTION

i. KUCHING HILTON

Hilton International, a name synonymous with the best in the world-class hotelkeeping, operates 160 hotels in 49 countries. The Hilton differs from other company because it sells their promotional services and gives their names to hotels to be run by local management of varying capabilities and standards.

The Hilton also operates at:

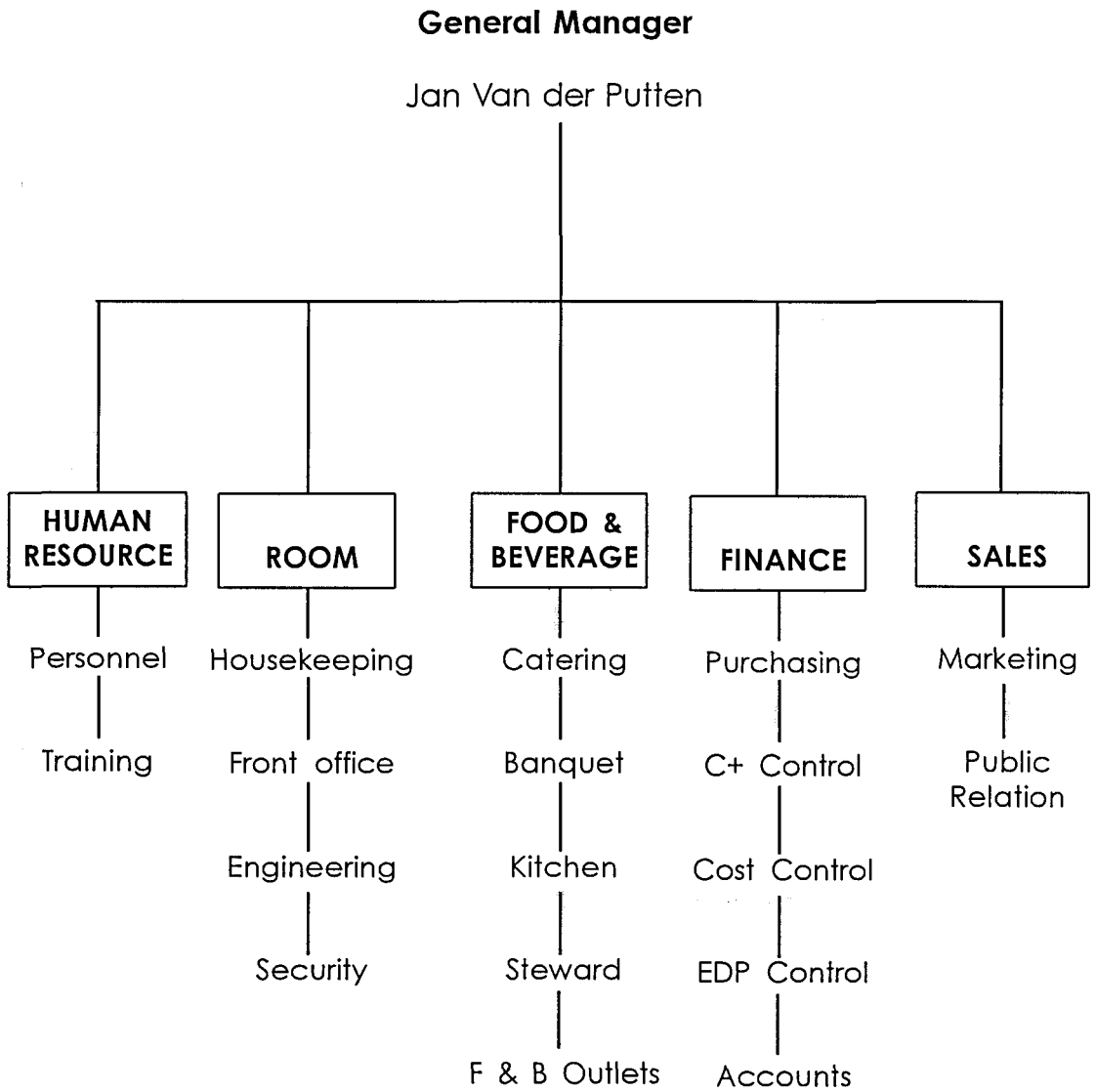
The Petaling Jaya Hilton

The Kuala Lumpur Hilton

Kuching Hilton is then built and a co-ordinated program on marketing and sales is then planned as a guide when it opened. The key personnel for the hotel are then chosen based on their experience. They in turn train the locally-hired staff.

Kuching Hilton as well as the other Hilton company hotels throughout the world believe that their guests play important role in their business, for they are not an interruption but they are the purpose for the whole operation.

ii. THE ORGANIZATION CHART



iii. FEATURES AND FACILITIES

ACCOMMODATION

It offers 316 elegantly appointed guestrooms and designed and decorated with the comfort and convenience of most discerning guest in mind. There are 15 floors and divided into the Regular Floor (1st - 10th Floor) and the Executive Floor (11th, 12th, Penthouse Floors).

II. Regular Floor

- Standard Room 126 num of rooms
(with one king size bed)
- Standard Room 81 num of rooms
(with twin beds/2 single bed)
- Deluxe Room 19 num of rooms
(with one king size bed)
- Hornbill Suites 19 num of rooms
- Executive Suites 18 num of rooms

II. Executive Floor

- Executive Standard 15 num of rooms
- Executive Standard 26 num of rooms
- Hornbill Suites 6 num of rooms
- Executive Suites 6 num of rooms
- Sarawak Suite 1 num of rooms
- Governor Suite 1 num of rooms

Room Facilities

- Air-conditioning with individual controls
- Direct dial telephone
- International direct dialing
- Radio, English speaking channel
- Taped music
- Refrigerator and mini-bar
- Private bath-tub and shower
- Shaver outlet and adapter
- Executive writing desk
- Colour television in all guest rooms and suites
- Electronic key card system
- Daily video programmes
- Hairdryers in all rooms
- Safe deposit box on Executive floor suites only

Special Feature: The executive Floors

Kuching Hilton also provide executive services for guests who seek for the best on the three exclusive floors (11th, 12th, Penthouse). The Executive Floors offer the guest a unique service concept of a hotel within a hotel with exclusive and personalised services benefits. For example:

- Separated check-in/check-out facility
- A highly personalised butler services
- Private lounge
- Complimentary continental breakfast

- Pre-dinner cocktails

Restaurant and Cocktail Bar

Waterfront Cafe

- All day dining

Steak House

- Open for dinner only, offers charcoal grilled specialities and US beef as well as Italian cuisines.
Closed on Monday.

Toh Yuen

- Chinese restaurant, serving Cantonese and Szechuan cuisine.
Offers five private rooms for private functions.

Margherita Lounge

- An intimate lounge with nightly entertainment.

Pepper's

- Karaoke Fun Pub Disco.
- A 2-storey multi entertainment centre equipped with the latest in compact disc sound, lighting and laser disc system.

Matang Terrace

- An outdoor restaurant, offers a wide choice of exotic cocktails and snacks.

Banquet And Conference Facilities

Kuching Hilton also caters the commercial sector apart from the holiday seekers. Extensive facilities for conventions, business meetings, business luncheons and dinners, cocktails and seminars are available for the business clientele.

Kuching Hilton offers conference facilities from a grand Ballroom that can accommodate up to 800 people and can be divided into three smaller rooms by sound-proof partitions. The ballroom can be set-up at any style (reception, banquet, dinner dance, theater, classroom). Other than the ballroom, there are three pre-function rooms and three boardrooms.

A. The Grand Ballroom - Lobby

- The Grand Ballroom
- Ballroom I
- Ballroom II
- Ballroom III

B. Pre-Function Rooms - Floor

- Enseng
- Kenyalang

- Mendu

C. Boardrooms

- Rajawali
- Selasih
- Enterbar

Sports And Social Facilities

Recreational facilities for in-house guest to relax after a stressful day are also available. Facilities such as:

- Outdoor pool
- Fitness Centre & Gym - Clark Hatch
- Tennis Court

Other Facilities

- The Bake Shop
- Drug Store
- Gift Shop
- Travel Agent
- Hair Salon
- Airline Officer
- Florist
- Car rental
- In-house Clinic

FOOD & BEVERAGE DEPARTMENT

1.0 FOOD & BEVERAGE DEPARTMENT

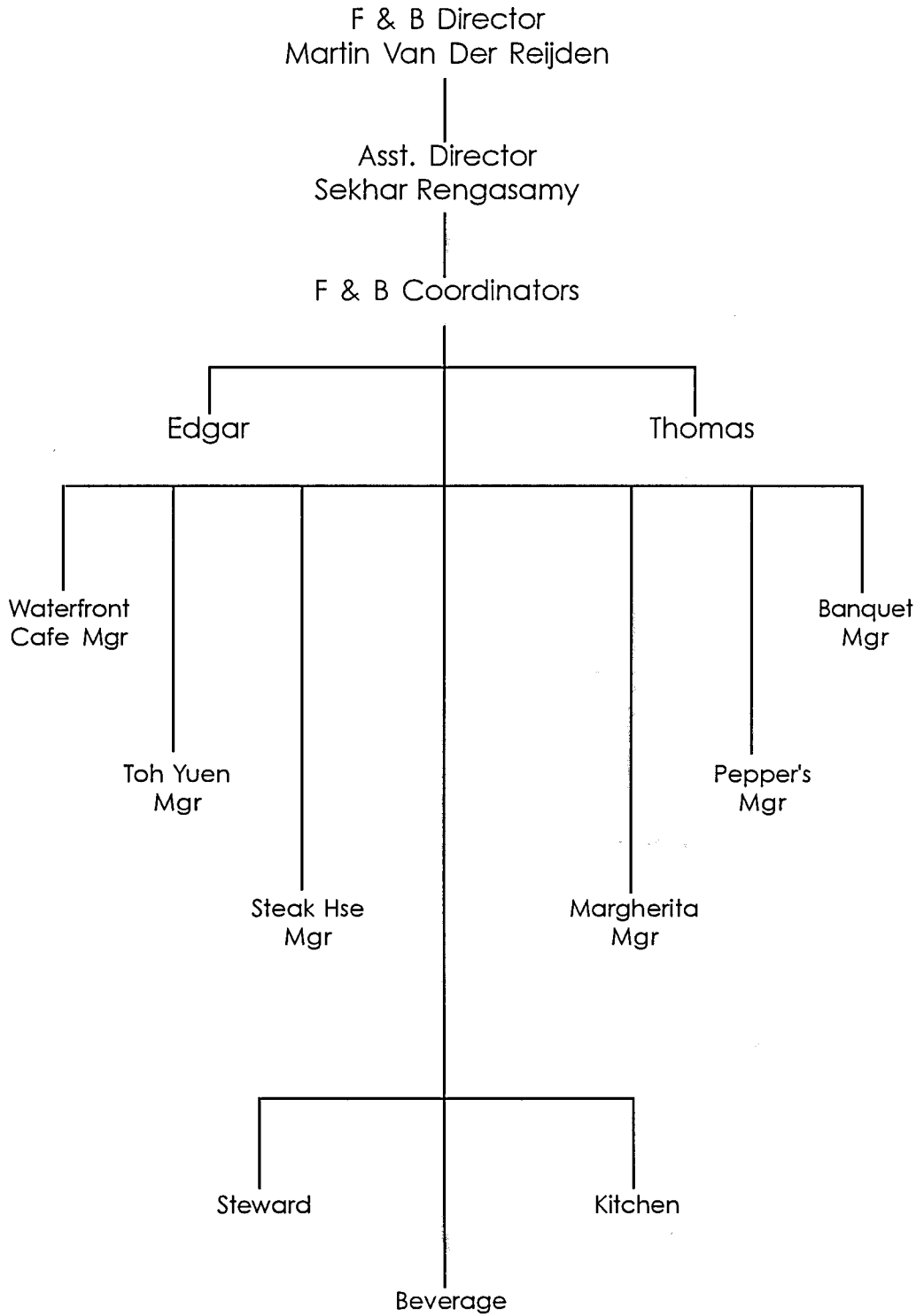
1.1 Introduction

The Food & Beverage Department plays as important role as selling of rooms for it contributes a lot of profit for any hotel.

In this hotel, the whole department is headed by Mr Martin Van Der Reijden and assisted by Mr Sekhar Rengasamy. Under their supervision, are a group of managers from various different outlets.

The different outlets caters to different type of guests for any type of occasions.

1.2 Organisation Chart



1.3 Food & Beverage

Outlet Type	Name	Opening Hours	Descriptions
Fine Dining	Steak House	1830 - 2200	<ul style="list-style-type: none"> - Western specialty rest. located on the ground floor. - Offers a combination of steaks and Italian cuisines. - Choose from extensive menu of excellent meat cuts grilled to your liking, a large selection of seafood & the promotional items, promoted according to the month.
Coffee House	Water-front Cafe	0600 - 0100	<ul style="list-style-type: none"> - All day dining rest. - Serving the best in perennial local Malay, Chinese, Indian cuisine & a cross section of western favourites. - The breakfast, lunch, dinner buffet features a blend of Malaysian & Intfare. - A la carte selections are also available.

1.3 Food & Beverage (Con't)

Outlet Type	Name	Opening Hours	Descriptions
Chinese Rest.	Toh Yuen	1130 - 1430 1830 - 2230	<ul style="list-style-type: none"> - Provides excellent range of authentic Cantonese & Szechuan cuisines. - Features 5 private dining rooms available for special functions.
Lounge	Margherita Lounge	1500 - 2430	<ul style="list-style-type: none"> - Kuching favourite watering hole. - An excellent place to relax from a long day business/sightseeing. - Offers exotic drinks and cocktails & entertains by the ever versatile music entertainers.
Poolside	Matang Terrace	1100 - 1900	<ul style="list-style-type: none"> - A poolside bar & open air restaurant. - Offers exotic cocktails and wide selection of Asian & Western snacks.
Karaoke & Disco Lounge	Pepper's Karaoke & Discotheque		<ul style="list-style-type: none"> - A 2-storey multi-entertainment centre. - Equipped with the latest in sound, video & lighting. - Happy hour daily from 5 pm, large selection of informal dining food, 1st floor holds the discotheque whilst the 2nd floor holds the karaoke.

1.3 FINE DINING RESTAURANT

THE STEAK HOUSE

1.3.1 Overview

The first Food & Beverage Department I was assigned to was the fine dining restaurant, Steak House which is located on the ground floor. The one week experience was enough for me to learn the whole operation of the fine dining restaurant.

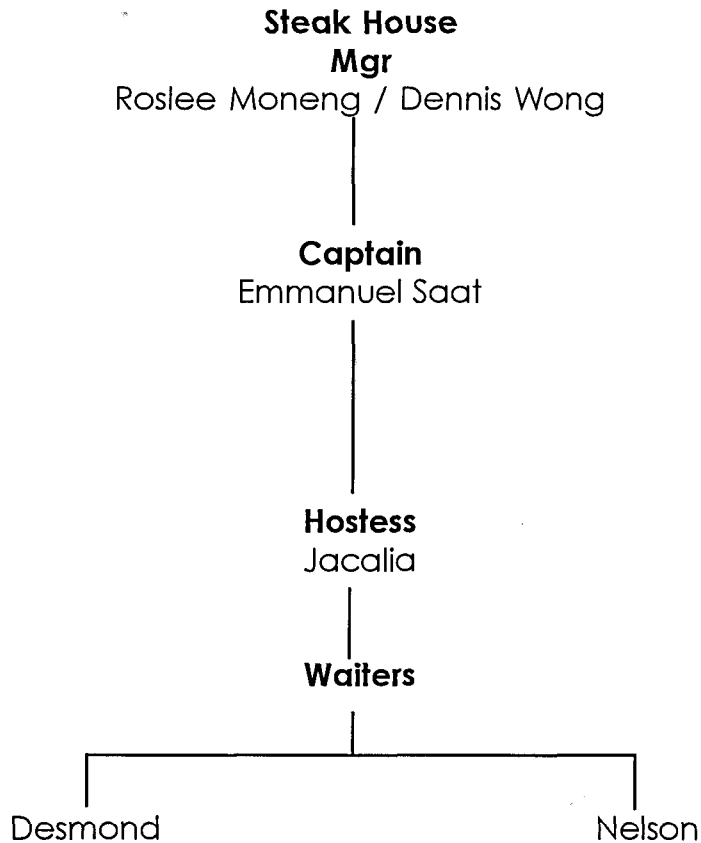
This is a western specialty restaurant, guests can enjoy the carefully selected items from excellent cuts of steaks and poultry to the freshest of seafood prepared superbly by the skillful and experienced chefs.

The Steak House has a seating capacity of 54 guests and is divided into three sections; private room, smoking zone, non-smoking zone.

This restaurant opens daily from 3 pm to 11 pm except that it is closed on Mondays. Diners can choose any specialties from the a la carte menu and a salad bar of fresh garden vegetables is also available to complement a perfect wholesome meal.

Diners are also entertained by a musician playing keyboard and electric guitar tuning with the selection of evergreen hits and current favourites.

1.3.2 Organization Chart



1.3.3 Operation

The Steak House is managed by Mr Roslee Moneng and the whole operation is done with the assistance of six of his staff. He gave an extremely well explanation on the whole operation: mise-en-place, standard of service and the food and beverage preparations.

1.3.3.1 Briefing

The briefing is always done before the restaurant opens. Mr Roslee would inform us on the current news regarding the restaurant. Other than that, other issues discussed also include:

- How to increase the sale of the promotion items.
- Suggestions to increase more sales.
- Target sale for every operation night.
- Problems and ways to solve them.

1.3.2.1 Mise-en-place

- i. Wipe the cutleries and goblets.
- ii. Prepare flambe trolley and dessert trolley.
- iii. Prepare the butter.
- iv. Prepare the hot face towels.
- v. Prepare the candle bowls.
- vi. Fold the napkins.
- vii. Arrange the salad bar and promotion table.
- viii. Set the tables.

1.3.2.2 Dinner

The operation begins from 6.30 pm to 10.30 pm. The last call for the order is at 10 pm. While the guests enjoy their meals, the live musician is sure to lighten up their evening mood. The musician performs daily except on Wednesday from 7 pm to 10 pm.

1.3.2.3 Shifts And Activities

I began my shifts everyday from 3 pm to 11 pm. It always began with the regular mise-en-place. I was assigned to different duties such as Hostess, Waitress and a Runner.

Based on the experiences I have gained, I had the opportunity to use all the theories taught in class and put them into practise. For example:

- i. How to prepare food using the flambe trolley.
- ii. How to carve the carvery items properly.
- iii. The basic procedures for opening a bottle of wine.

1.3.2.4 Sequence Of Service

- i. Hostess greets guests, lead to the table.
- ii. Unfold the napkins.
- iii. Show menu and explain.

They are only given the menu on food and not on beverages for the waiters are supposed to tell them and recommend the perfect beverages (alcohol) that compliments well with their chosen orders.

- iv. Take order.
- v. Pour water and serve garlic bread.
There are three choices of the complimentary bread. (Shallots, garlic, herbs) and served with butter rolls placed in a small basket.
- vi. Dessert - push trolley, guide guest to make selections.
- vii. Ask for coffee or selection of herbal tea.
- viii. After guests finishes their meals, put hot face towels in a small silver dish and place on their tables.
- ix. Present bill and clear table.

- x. After settling the payment, bid farewell and re-set the tables.

1.3.4 Operation: Closing Down

- i. Place the goblets face downwards.
- ii. Collect the dirty crockeries, send to steward.
- iii. Clear promotion table and salad bar.
- iv. Wash astrays.
- v. Collect flowers and put inside the fridge.
- vi. Collect candle bowls, put back into boxes.
- vii. Collect all dirty linen, send to laundry.
- viii. Send leftover pastries to the pastry kitchen.

Based from my observation, during this period the manager would record several details into the log book. Details such as number of promotion items sold, daily business activities and number of walk-in guests for the night.

1.3.5 Sunday: Family Carvery Night

- i. Every Sunday night, the restaurant offers a special grilled item, to be carved in front of the guests.

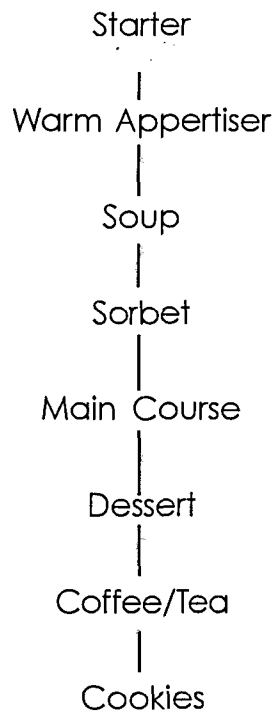
- ii. It offers two separate menus; parents and children.
- iii. The set menu for parents costs RM39.50 and offers two choices of appetisers, main course (carvery item) and dessert. (dessert trolley)
- iv. As for the children, the set menu costs RM12.50 and offers two choices of main courses; carvery item or Fish & Chips and a choice of fruit punch or soft drinks.

1.3.6 Dessert Trolley

- i. Guest can choose any dessert from the Dessert Trolley. (RM11.50).
- ii. The trolley is pushed to their table and each items are explained by the waiters. Then, coffee or tea is offered.
- iii. The dessert trolley specialities changes daily, according to the days. For example on Fridays, the trolley consists of:
 - Pandan Cake
 - Fruit Charlotte
 - Assorted Pastries

1.3.7 Special Occasion: Different Menus

- i. The restaurant also offers set menu for guests who wish to celebrate their special occasion there. (wedding anniversary). A private room is also available.
- ii. The set menu is as low as RM45.00 and it differs to the guests' selection.
- iii. An elaborate set menu is also available that requires an elaborate table setting. i.e.



1.3.8 Brunch

- i. Every Sunday morning, the private room is turned into a decorated children's playroom.
- ii. A nanny and some clowns are to babysit and entertain them while their parents enjoy their meals at the Waterfront Cafe.

1.3.9 Promotional Items

- i. From the 1st to 10th June, the restaurant had a Tempura & Tuak Promotion. (Gawai Promotion).
- ii. Tempura is a Japanese Cuisine and served with Sarawakian Traditional drink 'Tuak'.
- iii. Tempura is served with a selection of accompaniments (wasabi, garlic, light soy sauce).
- iv. There are served with three choices of 'Tuak'. The guests are able to choose any one them. (Apple, pineapple, rice).

1.3.10 Salad bar

- i. The salad bar is a buffet spread of daily market vegetables with a variety of dressings. (Olives, vinaigrette, french) and accompaniments. (croutons, gerkins, shallots).

- ii. It costs RM11.00 and compliments a perfect wholesome meal.

1.4. COFFEE HOUSE

WATERFRONT CAFE

1.4.1 Overview

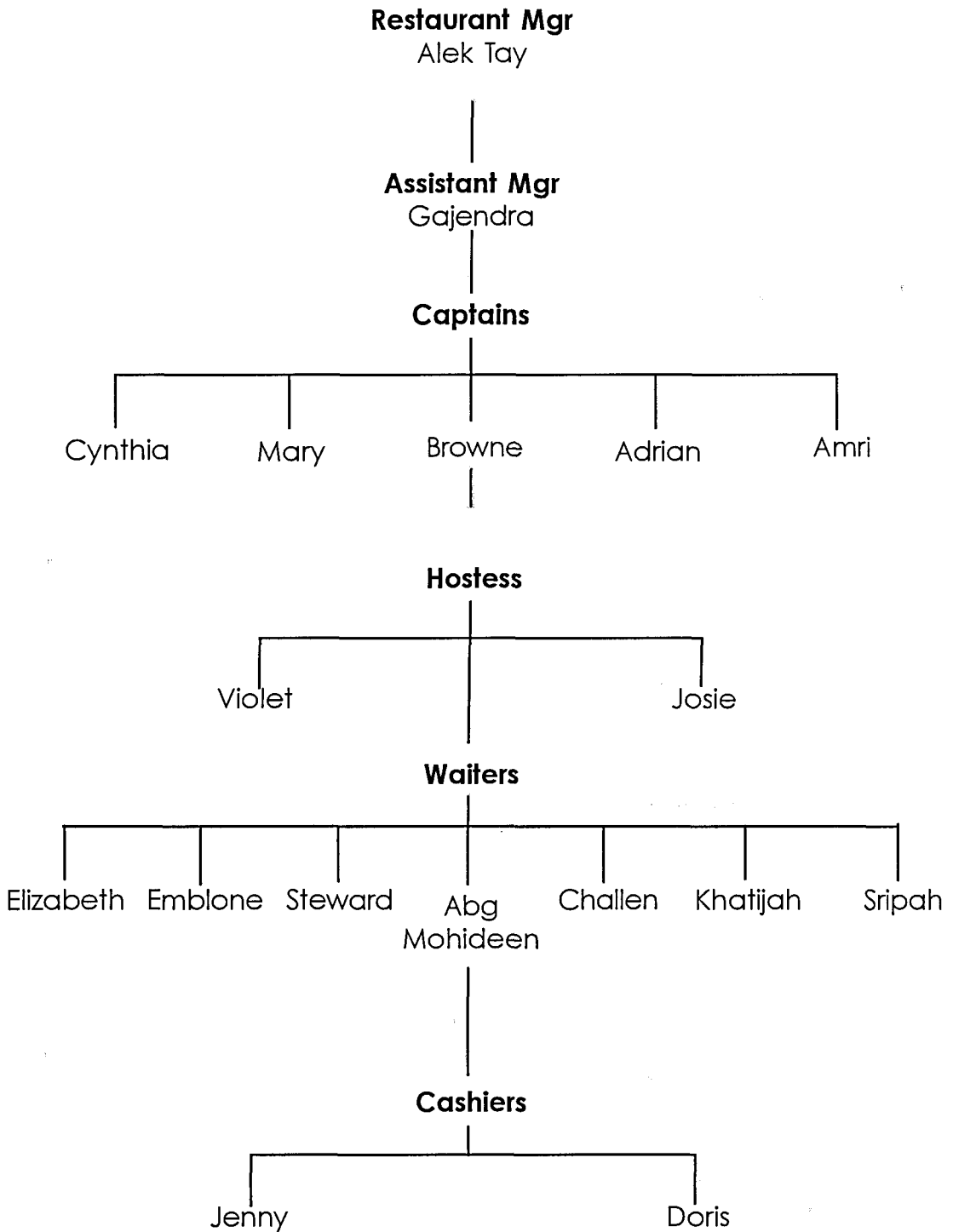
I was assigned here from 12th to 18th June. The Waterfront Cafe is located on the ground floor, opposite the Steak House restaurant.

An all-day dining restaurant, it offers the best in Malay, Chinese, Indian cuisine and cross-section of Western favourites. It features a buffet of a blend of Malaysian and International delicacies as well as a la carte selection.

The Waterfront Cafe has a seating capacity of about 80 guests and it divided into four sections:

- Station I and II (smoking zone).
- Station III and IV (non-smoking zone).

1.4.2 Organisation Chart



1.4.3 Operation

The cafe is managed by Mr Alek and he had taught me some valuable lessons on the operation. He had assigned one of the captains to show me around the restaurant, Mr Browne.

He had explained the whole operation procedures (mise-en-place, sequence of service) and various stations with the table numbers. Each station has a sideboard to store all the items (condiments, cutleries, goblets) and a tray stand is placed nearby for convenience.

1.4.4 Operation: Schedule

The Waterfront Cafe opens daily from 6 am to 1 am the next day.

-	6.30 am	-	10.30 pm	-	breakfast
-	11.30 am	-	2.30 pm	-	lunch
-	3.00 pm	-	5.30 pm	-	snack
-	6.30 pm	-	10.30 pm	-	dinner
-	11.00 pm	-	1.00 am	-	supper

1.4.5 Breakfast

It begins from 6.30 am to 10.30 am. Apart from the buffet selections, an a la carte menu is also available. The buffet line has a choice of American Breakfast that costs RM24.50 and Continental Breakfast at RM17.50. A chef is also available to prepare fresh omelette straight from the show kitchen.

1.4.5.1 Mise-en-place

- i. Check stations.
- ii. Check the followings:
 - Condiments
 - Bread baskets
 - Ice Water
 - Coffee/tea
- iii. Take the breakfast voucher from the in-house guests.
- iv. Advisable to bring both pots of the hot beverages at one time, to save time.

1.4.6 Lunch

It begins from 11.30am to 2.30pm. The buffet line is at RM25.00 per head. Guests can also choose from the a la carte menu.

1.4.6.1 Mise-en-place

- i. Check condiments.
- ii. Check stations.
- iii. Prepare buffet line.
- iv. Check table setting.
 - clear coffee cups
 - enough cutleries, goblets.

1.4.6.2 Operation

- i. During peak hours, we are to suggest the guests to take buffet to avoid long-waiting.
- ii. We must be alert at all times to ensure a fast and efficient service. The high turnover of guests require us to re-set the tables immediately.
- iii. After lunch, refill the sideboard at each stations with necessary items.
- iv. Clear the buffet line.

1.4.7 Hi-Tea

It begins daily from 3.00 pm to 6.00 pm. The prices for Hi-Tea is at RM15.50 on weekdays and on weekends, it is at RM16.50.

1.4.7.1 Operation

- i. Food is displayed attractively on the buffet counter.
- ii. Refill ice water, clear dirty plates, offer tea or coffee.
- iii. Bill according to the number of covers, hand over to cashiers to settle payment.

1.4.8 Dinner

It begins daily from 6.30 pm to 10.30 pm. The buffet counter is at RM26.00 and any selection from the a la carte menu.

1.4.8.1 Operation

- i. Need to check items, mise-en-place.
- ii. Offer buffet or explain menu to guests.

- iii. During my training, I also worked on Father's Day (16th June). We had a special buffet specialities just for the occasion. We had a high turnover of guests that night. As a special treat, we gave a small box of homemade chocolate candies to the happy fathers.

1.4.9 Promotional Items

Every Tuesday night, guests can enjoy the promotion (Fiesta Italiana) where they can enjoy a variety of Italian specialties:

- Veal Tomato
- Ossobucco
- Togliatelle

1.4.10 Type of service

The type of service used during the service procedures is the American service.

- i. Food already pre-plated from the kitchen.
- ii. Prepare accompaniments accordingly.
 - Cut chillis
 - Ketchup
 - Soy sauce
- iii. Set table accordingly, clear unnecessary cutleries.

1.4.11 Type of Meal & Price

Type of Meal	Set-up	Time	Price
Breakfast	Buffet	0600 - 1030	ABF-RM24.50 CBF-RM17.50
	A La Carte	1100 - 1430	RM25.00
Lunch	Buffet	1100 - 1430	RM26.00
	A La Carte		
Snack	A La Carte	1500 - 1730	
Dinner	Buffet	1830 - 2230	RM26.00
	A La Carte		
Supper	A La Carte	2300 - 0100	
Hi-Tea	Buffet Mon - Fri	1500 - 1800	RM15.50
	Sat - Sun		RM16.50

The buffet price for children is fixed according to their age:

- 12 years and above - full payment
- 12 years and below - half price
- 3 years and below - free entrance

1.5 CATERING DEPARTMENT

BANQUET OPERATIONS

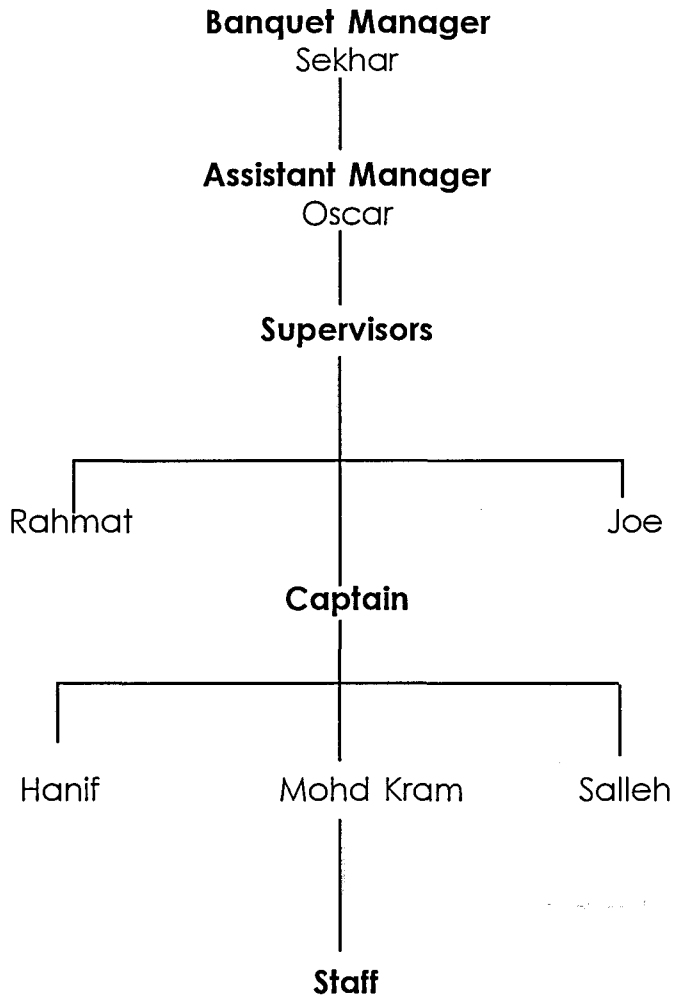
1.5.1 Overview

The last F & B department I was assigned to, was the Banquet Operation. I was involved directly with the Banquet operations (activities) and not in the Banquet Sales.

Nevertheless, based on my observation, I managed to understand how the operation works; sales and operation activities.

The office is located on the lobby ground. Operation begin daily from 9 am to 5 pm, but the managers mostly work overtime to ensure that all the important duties are completed and both clients and the hotel are satisfied.

1.5.2 Organization Chart



1.5.3 Operation

I was mostly assigned to the outside catering activities throughout the whole training period (19th to 25th June). I was involved in the set-up for many types of function outside the hotel's premises. The operation

is conducted by Mr. Oscar Macaulay and within the one week period, I was involved directly in the banquet operation.

1.5.3.1 Morning daily briefing

- i. Every morning, before any operation begin, briefing is given by Mr. Oscar or any of the supervisor.
- ii. They will delegate the staff and part-timers into different group and were assigned to different functions.
- iii. Mr. Oscar briefs on the current changes or additional requirements for any functions are also discussed.
- iv. By having the briefing, any complaints or problems are also highlighted and necessary actions are taken.

1.5.3.2 Function Board

- i. The up-coming function held within a certain week are written and recorded in a chart on a big white dove board that spread across the room.
- ii. The staff and part-timers will be aware of the functions. As for the part-timers, they will decide on which function and day they want to work.
- iii. The details on the Function Board are as follows;
 - Date of function.
 - Function Rooms.
 - Type and name of function.
 - The company's name (sponsor)
 - Number of pax.

1.5.3.3 Outside Catering: Venues

- i. The opening ceremony of the Sarawak Securities by the YB Datuk Seri Annuar Ibrahim (19th June.).

- ii. Formal dinner at the Dewan Santapan attended by the TYT Sarawak.

1.3.4 In-house functions

- i. Western Set Lunch attended by the Chief Minister.
- ii. Coffee Break, Dewan Usahawan Bumiputera Sarawak. (DUBS).
- iii. Malay set lunch (DUBS).
- iv. Chinese set dinner (wedding function).
- v. Meeting and coffee break.

1.5.4 Briefing: Functions

The briefing is attended by the supervisors in-charge, staff and part-timers.

- i. They are divided into groups. Each under the supervision of the captains in-charge.
- ii. Briefed on the followings:
 - Number of pax.
 - Service procedure.
 - Special attention to the VIPS.

- iii. Floor plan and table lay-outs, given to the captains for the seating arrangements, check appearance: clean and according to the standard. (males and females).

1.5.5 Finals Touch-Ups

- i. Check table setting, seating arrangements, enough cutleries. Everything set according to the menu.
- ii. Prepare side stations, tray stand for easy and quick clearing flow.
- iii. Each and everyone know their duties well, efficient service.

1.5.6 Sequence of Service

1.5.6.1 Western Set

- Food pre-plated
- Set of cutleries;
 - a. Appertiser fork, knife
 - b. Soup spoon

- c. Dinner fork, knife
 - d. Dessert fork, spoon
 - e. BB plate
- Condiments
 - Serve ice water, free flow of soft drinks
 - Service
 - a. Course by course
 - b. Clear, once done
 - c. Tea, coffee at the end
 - d. Place mints (Sweets)

1.5.6.2 Chinese Set

- Served course by course.
About seven dishes, serve on big platters.
- Lazy Susan placed at the centre of the table.
Spins around easily.
- Set of cutleries:
 - a. Rice/soup bowls.
 - b. Chinese spoon

- c. Chinese tea cup
 - d. Chopstick and rest.
 - e. BB plate - change throughout course.
- Condiments, soy sauce, chili pickel
 - Service
 - a. Fast, efficient
 - b. Divide portion evenly, use serving gear
 - c. Clear, standby clean plates
 - d. Chinese tea - serve regularly

1.5.6.3 Malay Set

- Food serve in dom - heated with candles underneath
- Set of cutleries:
 - a. Goblet
 - b. Soup spoon
 - c. Dinner fork, knife
 - d. Dessert spoon
 - e. Cups, saucers
 - f. Serving gear (table spoon)
- Service:
 - a. Take cover dom first
 - b. Serve VIP table

- c. Rice, serve right hand side. About two scoops using the serving gear.

1.5.6.4 Coffee Break

- Serve tea, coffee, food arrange on table.
- Set of cutleries
 - a. Cups, saucers, teaspoon
 - b. Dessert plates
 - c. Dessert spoons
- Condiments
- Service
 - a. Offer tea, coffee
 - b. Clear dirty plates
 - c. Refill hot beverages regularly

1.5.7 Banquet Part-Timer

- i. The staff are mostly part-timers.
- ii. Employments, salary recorded in the Part Time Book.
- iii. Given uniforms (vests), name tags, meals and salary.

1.6 BANQUET SALES

1.6.1 Overview

I was not assigned to this department due to lack of time. Nevertheless, I managed to be briefed a little on the sales operation. By asking questions and observations, I understood several activities done in this department.

I might not experienced the whole operation but based on my observations, I learned some valuable lessons.

Banquet Sales is closely linked with the Banquet Operation. It sells and promote function rooms and its facilities.

The sales executives work during the office hours, but some of them also had to work overtime to ensure that everything is in order.

1.6.2 Operation

1.6.2.1 Briefing

- i. All superiors concern attend this briefing, including:
 - Food & Beverage managers

- Chefs
 - Sales Executives
- ii. Highlight the functions, problems, changes and ways to solve them.
 - iii. Aware of any feedback from the clients, respected superiors.

1.6.2.2 Taking Reservations

- i. Mostly done through telephone, fax, letters.
- ii. Sales Executives must know the function, facilities well. For example:
 - Room rental facilities
 - Menu pricing
 - Facilities offered

1.6.2.3 Booking & Confirmation

- i. Book function room, check dates, available to avoid clashes.
- ii. Important details:
 - Company name
 - Type of function
 - Contact person

- iii. Once confirmed, contact the clients, ask for necessary details.
- iv. Send Quotation letter.
- v. Fax menu prices.
- vi. Ask for verification.

1.6.2.4 Collect Deposit

- i. Method of payment, agreed earlier.
- ii. Collected two weeks before function, avoid misunderstandings.

1.6.2.5 Event Order

- i. Details:
 - Type of function
 - Number of pax
 - Company name
- ii. Distribute to the different F & B outlets.

1.7 Ballroom & Meeting Rooms

Level	Room	Capacities					Area
		Reception	Bqt.	Dinner Dance	Theatre Style	Class room Style	
Lobby	Grand Ballroom	600	580	460	800	360	484
Floor	Ballroom 1	200	180	150	200	120	162
	Ballroom 2	200	180	150	200	120	162
	Ballroom 3	200	180	150	200	120	162
	Pre-function Room	160	200	140	200	120	162
	Enseng	60	40	40	50	30	120
	Kenyalang	80	60	60	100	60	56
	Mendu	30	30	30	40	20	77
First floor	Rajawali	40	40	-	40	25	42
	Selasih	40	40	-	40	25	60
	Poolside Terrace	250	200	200			60

HOUSEKEEPING DEPARTMENT

2.0 Housekeeping Department

2.1 Introduction

Housekeeping Department is responsible in providing a clean and comfortable accommodation. This department is the main profit gainer in the hotel industry. After all, it is called the hotel business and not the restaurant business. One can safely rely that this particular department is the backbone of the hotel business.

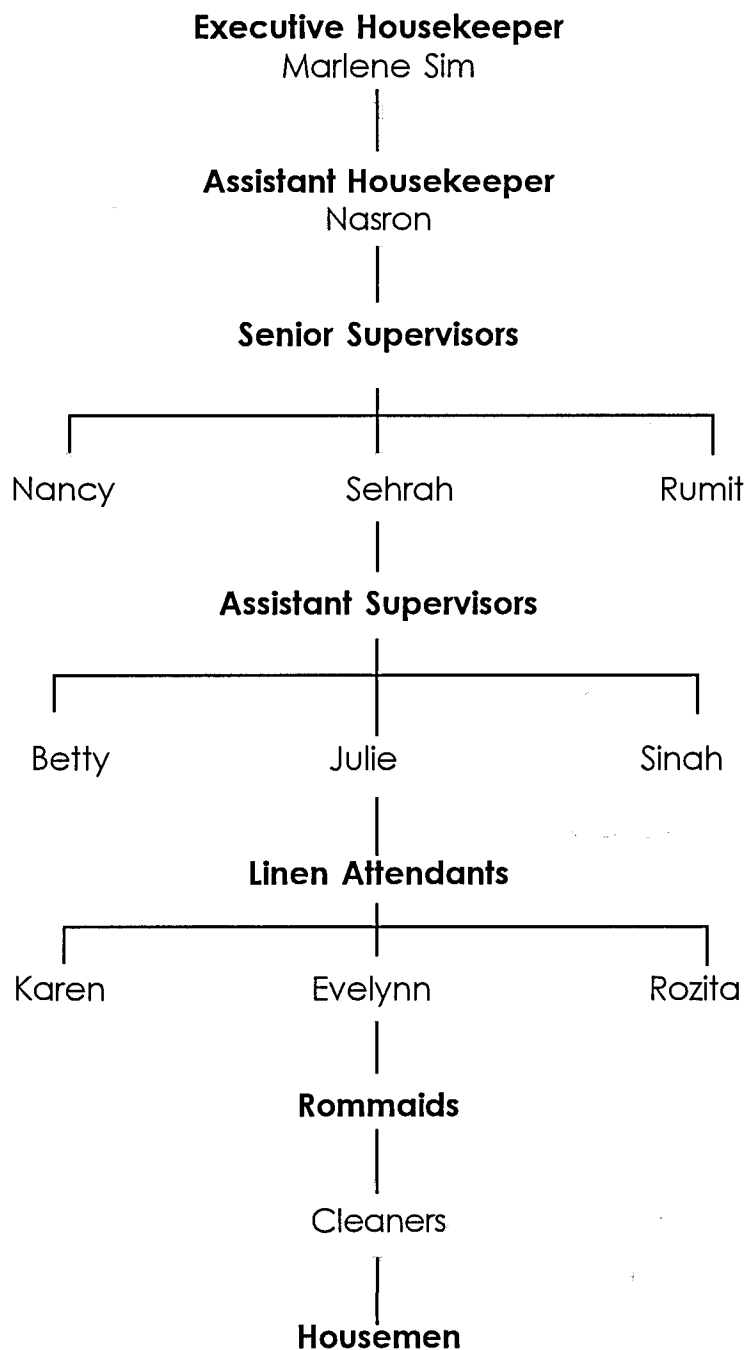
This department is divided into sections:

- i. Room
- ii. Public Area
- iii. Linen
- iv. Laundry

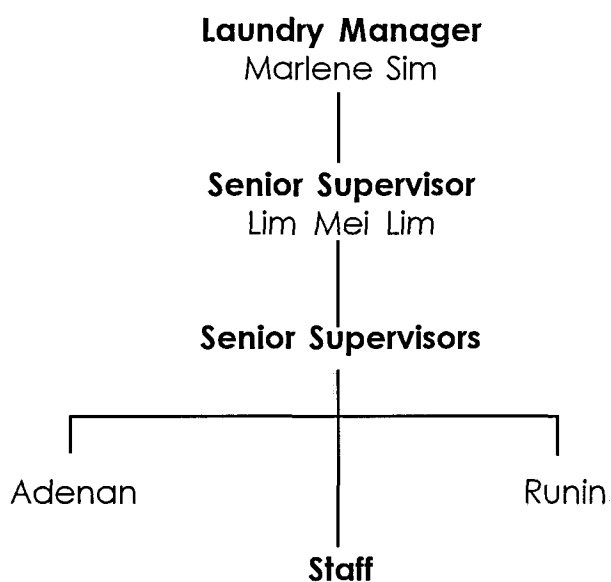
The staff is required to work in shifts as it is a 24 hour active operation. They are supervised by the Executive Housekeeper, Miss Sim and a group of supervisors.

2.2 Organization Chart

i. Housekeeping



ii. Laundry



2.3 Room (A.M. Shift)

- i. The first job I was assigned to; I was given several days to familiarise with the whole working operation.
- ii. A senior roommaid was instructed to recruit me throughout the learning process.
- iii. Before we started working, we had to attend the morning briefings.

- iv. After given our work lists, we are then ready to begin our work, often given an average of 20 rooms a day.
- v. Collect all the linen needed, put inside trolley.
- vi. Begin with the top floors and end with the lower floors to minimise time.
- viii. We normally finished about 80% of the rooms before we had our meal. We would take turns to go down to the staff canteen.
- viii. Continue our work, once done, place trolley inside pantry.
- ix. Hand over the work lists to the supervisors, highlight the required items needed in any of the rooms. (For the attention of the afternoon shift).

2.3.1 Job Description

The roommaids are required to clean the rooms with the correct, standard procedures and ensure that the condition of the rooms are presentable to the expected guests.

- a. Required to be pleasant, helpful to guests at all times.
- b. Fill daily work lists, before begin work.
- c. Check the room condition, look for any defects.
- d. Responsible for guest's belongings.
- e. Do not allow unauthorized person(s) into guests' room, report on suspicious characters.
- f. Clear room service tray, if any.
- g. Replace any necessary items; toiletries, stationaries.
- h. Perform side duties; send requested items to guest's room.

Example: Toothbrush, hairbrush, iron board.

2.3.2 Morning Briefing

- i. Before beginning work, briefed on the day to day operation by the supervisor. Stressed on the important details for VIP guests.

- ii. Briefed on the current news:
 - a. Current room occupancy.
 - b. Arrival, departure of any group.
 - c. Function; venue and time.
 - d. Expected arrival, VIP guests; time of arrival, room number, name, additional items.
 - e. Long staying guests, attend to their needs.
 - f. Airline crew.
 - g. Duty manager on duty.
- iii. Ask for any problems arising during working, discuss ways to overcome them.
- iv. Room assignment (work lists) and keys given by the supervisor in-charge. Roommaids must sign the 'Key Book' before taking the keys, some are also given pagers.

2.3.3 Cleaning Room: First Steps

- i. Before beginning work, check whether trolley is stacked with enough supplies. Example; linen, stationaries, toiletries. Check the condition of the vacuum cleaner.

- ii. Check room status in the roommaid's work list; expected arrivals, departure, vacant rooms.

2.3.3.1 Cleaning Room: Standard Procedures

- a. Knock room three times, announce 'Housekeeping' each time, wait for reply.
- b. If no answer, insert key and place stopper at the door. Place trolley in front of the door; easier to collect supplies and for safety.
- c. If the guest answers, greet and ask whether they require any service. If asked to do it later, ask for the actual time. (Easy to keep track).
- d. Check for rubbish, empty dustbin, place glasses into the sink (rinse with hot water), collect bedsheets and pillow cases needed.
- e. Pull out bed, strip bedsheet and pillow case.
- f. Make up bed; spread bedsheet one by one, properly tucked in.
- g. Fold guest's night cloth (if any).
- h. Test switch at the side table; radio, elsafe, air-conditioner, television. Check for defects.
- i. Collect soiled linen, place inside linen bag (trolley).

- j. Touch up room, dusting. (Furniture)
- k. Set stationary in place.
- l. Arrange nicely; newspaper, magazines.
- m. Adjust curtains, lamp shades.
- n. Vacuum carpet.
- o. Update room status, press the button on the telephone.
(automatic report)

2.3.3.2 Cleaning Bathroom

- a. Collect soiled linen.
- b. Wash glasses, ashtray (in the sink).
- c. Wash bathtub, (with hot water) let dry.
- d. Clean mirror with cloth.
- e. Replace toileteries and towels.
- f. Adjust shower curtain.
- g. Wipe floor with rug cloth.
- h. Vacuum floor.

2.3.4 **Room (P.M. Shift)**

- i. Attend the briefing, informed on the important details.
- ii. After filling in the work lists, given keys and pagers; begin work. Stressed on the check-out rooms.

- iii. Re-fill trolley, needed supplies.
- iv. Begin work, priority; check-out rooms.
- v. Night turn down service, touch up vacant rooms.
- vi. Prepare extra bed, if requested.
- vii. After 8.00 p.m. (spare time), send requested items to guest room.

2.3.4.1 Night Turn Down Service (NTD)

- a. Collect rubbish, clean dustbin.
- b. Make up bedroom, bathroom.
- c. Check the cleanliness of the bathroom.
- d. Fold bed spread.
- e. Place telephone by the bed side table.
- f. Place breakfast card, laundry valet, good night chocolate on the bed.
- g. Switch on the table lamp, close curtain.
- h. Touch up room.
- i. Check pantry.

2.3.5 Pantry

- i. One for each floor, shared by two roommaids.
- ii. Store all supplies; extra beds, vacuum cleaners, bed linen arranged neatly on labelled shelves.
- iii. Roommaids are responsible for the cleanliness of the pantry.
- iv. Keep trolley in good condition.

2.4 Public Area

2.4.1 Functions

- i. Maintain cleanliness of hotel premises.
- ii. It covers from the lobby, function rooms to the staffs' locker. Other areas; lifts, Food & Beverage outlets, washroom.
- iii. Ensure that the hotel is constantly clean and presentable.

2.4.2 Operation (A.M. & P.M. Shifts)

- i. Attend briefing, extra attention to any scheduled function for the day.
- ii. Begin work. Clean washrooms; check toileteries and mop floor.

- iii. Sweep lobby floor, clean standing ashtrays.
- iv. Clean mirrors; entrance door and Food & Beverage outlets.
- v. Vacuum carpets; Food & Beverage outlets.

2.4.3 Types Of Cleaning Procedures

The type of the cleaning procedures are divided into two:

- i. Daily cleaning-the regular duties done daily.
- ii. Extra attention cleaning - done when the area is vacant and extra care is needed.

2.4.4 Areas Attended

2.4.4.1 Lobby

The lobby is always busy with guests constantly walking in and out the hotel. It is a never ending job. Public Area attendants need to look through these factors:

- i. Standing ashtrays.
- ii. Lifts - always clean and polished.
- iii. Floors - mop and sweep clean.

2.4.4.2 Guest Washrooms

- i. Need to be cleaned at all times.
- ii. Check; floor, replenish toilet rolls, wipe mirror, toilet bowls, re-fill soap dispenses.

2.4.4.3 Functions Rooms

The rooms need to be prepared and everything organized, ready for the function.

2.4.4.4 Food & Beverage Outlets

- i. Cleaned at all times.
- ii. Public Area attendant should always find the perfect time to clean these outlets, so not to disturb the guests.
- iii. Vacuum carpets.
- iv. Sweep floors, if necessary.
- v. Wipe mirrors.

2.4.5 Guideliness For Public Area Cleaning

- i. Check toilets and touch up.
- ii. Sweep lobby and ground floor.
- iii. Polish guest lifts.

- iv. Vacuum Waterfront Cafe, mop.
- v. Clean toilets.

2.4.6 Projects: Weekly

Any of the chosen month, the Public Area attendants are given tasks to complete, where extra care and attention are needed for any of the areas.

Lobby A

Monday	Margherita Lounge Table legs to polish
Tuesday	Wipe all pictures (F & B outlets)
Wednesday	Spot cleaning carpets
Thursday	Spring clean toilets
Friday	Wipe lobby marble wall
Saturday	Wipe ground floor marble wall
Sunday	Spring clean guest lifts

Lobby B

Monday	Spring clean toilets on First Floor
Tuesday	Change all marble chips at Public Area
Wednesday	Clean lobby house and totem pole
Thursday	Sweep and mop staircase
Friday	Clean and wipe marble wall; washroom foyer and Curio Shoppe
Saturday	Spot cleaning and spring cleaning
Sunday	Spot cleaning

2.4.7 Pepper's Karaoke & Discotheque

2.4.7.1 Operation

- i. Need to stand by, in case of: drunk guests, toilets, floor that need to be cleaned.
- ii. Check standing ashtrays.
- iii. Around 2.00 am, collect rubbish.
- iv. As for the morning staffs, need to do spring cleaning, if necessary.

2.4.7.2 Projects: Weekly

Lobby B

Monday	Wipe panel legs
Tuesday	Shine the dance floor
Wednesday	Wipe air-conditioner, vacuum
Thursday	Wipe chrome fixtures, furniture
Friday	Vacuum carpet
Saturday	Wipe decoration
Sunday	Clean toilets, wipe stairs glass

2.4.8 Cleaning Equipments

- i. Divided into two cleaning methods:
 - a. Manual
 - b. Electrical

- ii. The basic items are as follows:
 - a. Broom
 - b. Mop

- c. Rug cloth
- d. Vacuum cleaner
- e. Chemicals

2.5 Linen Attendant

2.5.1 Functions

It serves as a central store where all linen are stored, received, issued and processed. Linen Attendant is responsible in issuing and controlling all linen.

2.5.2 Operation

- i. Opens daily from 7.00 am to 6.00 pm. Break from 12.30 pm to 1.30 pm.
- ii. Received the clean uniforms, linen from the Laundry. Arrange accordingly.
- iii. Answer any telephone calls.
- iv. Send requested items up to guest's room.
- v. Wrap the goodnight chocolate candies.
- vi. Replenish the supplies requested by the roommaids.

2.5.3 Exchange Of Uniforms: Procedures

- i. Deals with the staffs directly. The system is strictly one to one basis.
- ii. The procedures:
 - a. Ask staffs to fill in the Loan Book. (Receive or Return).
 - b. Once returned, check the condition. If torn, mend (seamstress) or charged to the staff's account.

2.5.4 Linen Received From Laundry

- i. Hang them on the conveyer belt. Arrange according to the labels of the outlets and names.
- ii. Any towels, arrange nicely on the shelves.
- iii. Chef uniforms, arrange according to names.

2.5.5 Job Description

- i. Responsible in handling all uniforms and linen.
- ii. Linen, appropriate storage.
- iii. Linen, arrange accordingly.
- iv. Check the condition of all linen.

2.6 Laundry

2.6.1 Overview

This department plays an important role in the Housekeeping Department. It is actually the backbone of the whole operation.

The whole housekeeping operation would not be carried out efficiently if this department does not play its role.

The Laundry department is situated on the ground floor. The strategic location is for easy access. (Receive & Return linen, uniforms).

The operation is from 7.00 am to 10.00 pm. There are three shifts during this operation.

2.6.2 Functions

- i. Responsible in handling all lines and uniforms.
- ii. The operations include handling the staffs' uniforms, linen, (rooms and F & B outlets) and guests' laundry.

- iii. The whole process include:
 - a. Washing
 - b. Drying
 - c. Ironing
 - d. Folding

2.6.3 Operation

- i. Staffs' Uniforms
 - a. Collect the dirty uniforms from the Linen Attendant (stacked in a trolley).
 - b. Once collected, separate the uniforms according to the type and the different F & B outlets.
 - c. Wash the uniforms (Kitchen, Engineering) in the two heavy duty washing machines.
 - d. As for the servers' uniforms and the Front Office Receptions, extra care is given.
 - e. Once done; iron, hang (hangers) and arrange on the standing pole.
 - f. Once ready, the Linen Attendant will collect the uniforms.

ii. Linen (F & B outlets)

- a. The dirty linen is sent by the servers to the Laundry.
- b. The number of the received and returned linen are recorded in the log book.
- c. The dirty linen is then washed in the heavy duty washing machines.
- d. Once ready, iron using the steamers and fold.
- e. Once folded, arrange accordingly on the shelves.

iii. Linen (Rooms)

- a. Collected from the dirty room (all the linens are thrown down to the room through laundry shoot placed on each floors).
- b. Wash the linen separately, (bedsheet, pillow cases, towels).
- c. Iron the bedsheets, pillow cases using the flat ironer. Dry the towels using the dryer.

- d. Once folded, place inside the trolley and give the linen to the Linen Attendant.

iv. Guest Laundry

- a. The guest would call the department when the laundry service is required.
- b. Then the senior supervisor or anyone of the staff would go up to the guest room to collect the laundry.
- c. The guest would specify on the type of cleaning method appropriate to their laundry (filled in the laundry valet).
- d. The laundry is separately placed inside plastic bags (with the laundry valet attached to it). This is to avoid any mixed up.
- e. The laundry is washed, ironed and folded accordingly.

- f. Once ready, the laundry is send up to their rooms and charged accordingly.

2.6.4 Cleaning Guest Laundry: Procedures

- a. Collect the laundry bag with laundry valet attached to it The valet include details such as:
 - Name and room number.
 - Service required (regular, express).
 - Special instructions i.e. stains to be removed.

- b. Any calls received from the guests are recorded in the log book. The particulars recorded are as follows:
 - Room number
 - Time the calls are received
 - Name of the person who collected the laundry.

- c. Once collected, count the number of clothings to ensure that the amount is the same as the amount written on the laundry valet.

- d. The brand, colour and type of material must be properly described and separated.
- e. Once everything is in order, proceed with the washing, ironing, drying and folding process.

Once done, the guests's name and room number is recorded and charged accordingly into the guest's account by sending the particulars to the Front Office reception counter for transactions (posted to guest's account).

2.6.5 Laundry Equipment

- a. Washing Machines (heavy load, regular)
- b. Dryer
- c. Dry cleaning machines
- d. Irons (flat ironer, steamer)
- e. Trolleys
- f. Folding tables
- g. Other items; hanger and racks
- h. Chemicals

2.7 Senior Supervisors

i. Housekeeping

a. They delegate their staff into different floors and room assignments. Fill their names in the working lists.

b. Take turns to brief the staff. The details briefed are as follows:

- Expected arrival VIP guests.
- Long staying guests, attend to their needs.
- Extra attention to the projects scheduled (thorough room spring cleaning).

c. Once everyone began their work, they would attend a briefing with the Executive Housekeeper.

They would discuss on the difficulties faced by the staff and ways to solve them.

d. Once done, they would inspect the rooms already made by the roommaids. They would inspect the condition of the rooms, whether everything is in order and ready for the expected guests.

They would also check whether the items in the rooms are in good condition and to report any faulties to the Engineering Department.

- Blown bulb.
- Television, vision blur.
- Toilet bowl leaking.

e. They would also assist their staff in making up the rooms and collecting the clean linen from the laundry.

f. Once all the rooms have been made and inspected, they would then collect all the roommaids' working lists and begin to fill in the Handover Form.

The particulars filled in the form are as follows:

- Any faulties in the rooms.

- Number of rooms made (either shift A.M. or P.M.)
 - Any items missing from the rooms inspected (Toileteris, towels, linen).
- g. They would also fill in the Room Status Form. The forms are separated into three copies;
- Accounts Department
 - Front Office Department
 - Housekeeping Department
- h. The morning supervisors would brief the afternoon supervisors on any important details. The afternoon shift could refer to any particular details from the Handover Form.
- i. If a special occasion is scheduled, wedding bedroom set-up or VIP suites, they would give extra attention to the details prepared for the rooms.

ii. Public Area

- a. Brief the staff and assign different duties to each and everyone of them.

Apart from that, they would discuss on the problems and ways to overcome them.

- b. Once done, inspect the areas already assigned to the staff.

They would inspect whether the washrooms' toileteries are enough, the lobby is presentable and the function rooms are prepared accordingly.

- c. During special functions, they would stand-by, ready to make sure that everything is in order for the scheduled functions.

iii. Laundry

- a. The first person to begin the operation and always the last to end it.

They began by operating all the machines and collecting all the guest dirty laundries, end the

operation by making sure everything is switched off and ready for the morning shift.

- b. She charge the guests accordingly, fill in the form which is separated into three copies;
 - Front Office Department
 - Housekeeping Department
 - Laundry Department

Then, she would send the form straight to the Reception counter to complete the billing transactions.

- c. She seldom briefs her staff because all of them are well versed on their duties and briefing is only given if a special matter arises and need extra attention.

2.8 Housekeeping Clerk

- i. Handles all the telephone calls either from the guests or any of the other departments.

- ii. Respond to any questions or instructions from the floor supervisors. She would page for any of the staff if they are needed to complete a certain task.

- iii. If she is needed, she would also send the requested items up to the guests' rooms and assists in all paperwork.

- iv. Handles any computer transactions, such as:
 - Room status
 - Availability of rooms
 - Room conditions.

FRONT OFFICE DEPARTMENT

3.0 FRONT OFFICE DEPARTMENT

3.1 Introduction

The Front Office department handles various tasks such as taking reservation, attending to the guests' needs at the reception counter and providing current informations to the guests.

This department operates 24 hours, especially the Front Desk Reception Counter. As for the Reservation Office, it only operates during the office hours. (9.00 am to 5.00 am).

The front Office Department is divided into:

- a. Reception
- b. Cashier
- c. Reservation
- d. Telephone Operator
- e. Concierge & Bell Service
- f. Business Centre

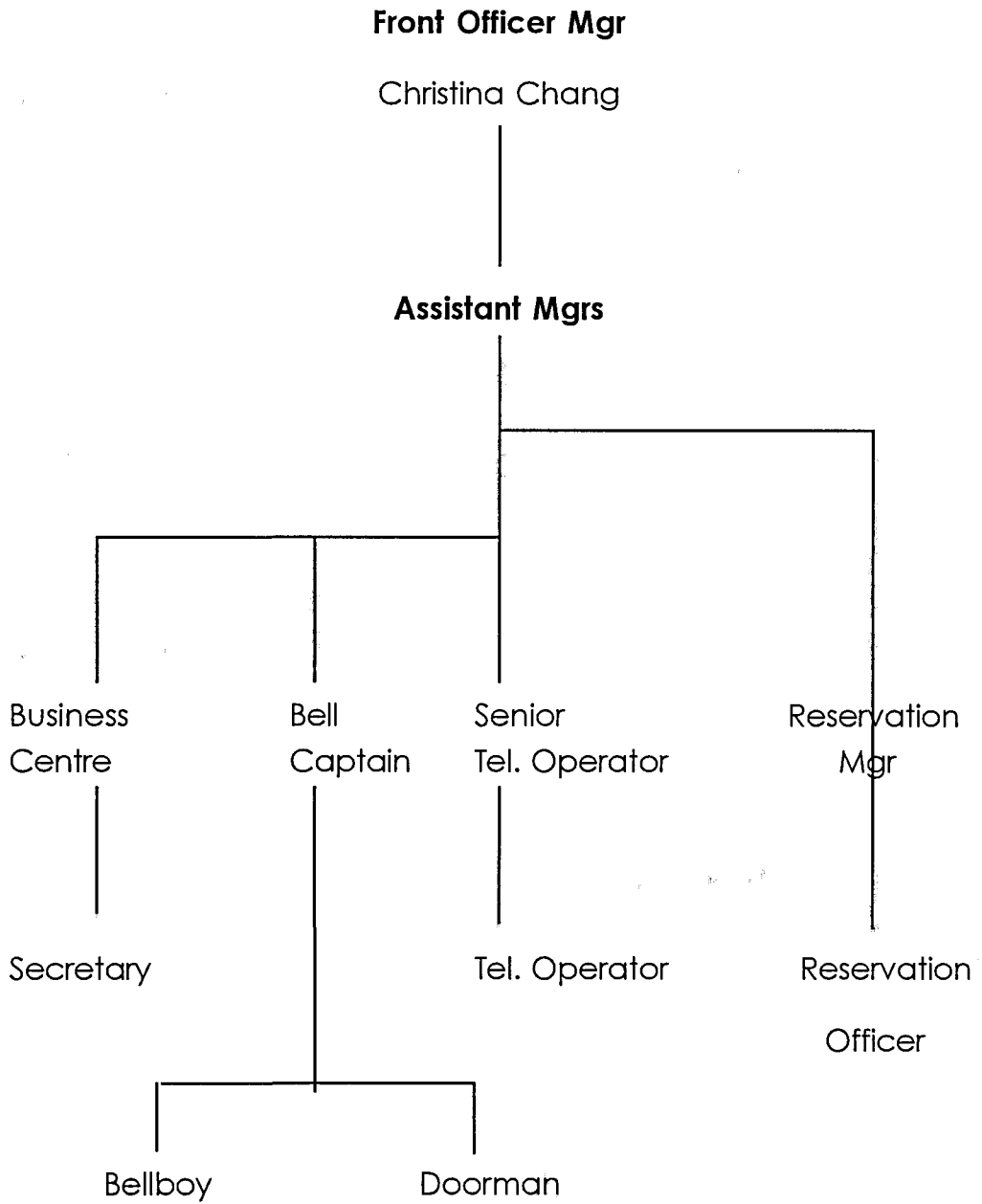
3.2 Overview

I was placed at the Front Office Department from the 17th July to 6th August 1996. During my three weeks placement in this department, I was only given the task of assisting the secretary in handling the Executive Business Centre.

I did not have the opportunity in experiencing the whole front desk operations. This was because during my training period at this department, a group of new staff were being recruited and the senior staff had to concentrate more on the progress of this group of people.

Nevertheless, I did learn a little bit on how the operation works. Hopefully, the experiences were enough to make my practical training there worth it.

3.3 Organisation Chart



3.4 Executive Business Centre

3.4.1 Introduction

This centre handles all the business services. This centre is situated at the Reservation Office and handled by the Front Office's secretary.

This centre offers all the services required by any of the in-house guests or the walk-in guests.

The services available are as follows:

A. Secretarial Services

- Typing
- Reprint of Documents
- Parcel Handling
- Photocopying
- Facsimile Services

B. Executive Business Centre Equipments

- Telex
- Worldwide Dispatch
- Facsimile

- Photocopying Machine
- Compatible Personal Computer
- Printer
- Electric Typewriter

3.4.2 Overall Operation

The personal secretary services are needed everyday. The Bellboy often handles the walk-in guests enquiries regarding the services at the reception counter and they also assist the secretary in handling all the photocopying and facsimile process.

Any services offered are charged accordingly. The bill for the in-house guests are posted into their accounts and as for the walk-in guests, they are asked to pay cash once the services are completed.

If any of the letters or faxes received and not claimed by the guests, due to some difficulties in contacting them or they have check-out

from the hotel, then all the documents are placed in the labelled shelves for easy storage.

3.5 Overall Operation: Front Office Department

The overall operation is based on my observation during my practical training there.

3.5.1 Reservation

The main functions of this department are to handle advance room requests, determining availability, quoting rate and documenting reservation,

All the reservation officers have excellent and thorough knowledge of the rooms, rates offered and the hotel policies.

Most of them handles incoming telephone calls, up-date the computer reservation system and do filing process.

3.5.1.1 Procedures

- i. Handle any rooms reservation by informing the guests about the facilities offered by the hotel.
- ii. Notify the room rates; corporate or government.
- iii. Check the rooms availability and room status through the computer system.
- iv. Record the important details of the guest during the reservation process. Details such as:
 - Caller's name, company, contact number.
 - Arrival date and time.
 - Number of person.
 - Room date and time.
 - Number of person.
- v. Once confirmed, ask guests whether their arrival is the same as stated on the reservation forms.

Inform the reception counter of the arrival and ensure that the rooms are already prepared by the Housekeeping Department.

- vi. If any special request is asked by the guests, they are to inform the respective people in charge.

For example; arrange limousine service to the expected guests.

3.5.2 Reception

This department handles the guests directly. The receptionist handles the guest check-in and check-out procedures, complaints and enquires.

3.5.2. Procedures

- i. Upon check-in (reservation), check the reservation records in the computer system. Ask for the deposit and then give the room electric card.

- ii. Walk-in guests, check the room availability and see whether rooms are available for them. (room status).
- iii. Upon check-out, check whether the imprinted card are correctly filled and once checked, settle the bill payment.
- iv. Collect electric card and bid guest farewell.
Then, inform the Housekeeping department and update the room status.

3.5.3 Clubhouse

Exclusively located on the executive floors. Upon guest's arrival, immediate recognition is given with VIP privileges.

Upon arrival, guest are invited to a welcome drink at the lounge. Their luggages are sent up to their rooms promptly by the Bellboys and registration is done at the counter.

Complimentary Continental Breakfast and pre-dinner cocktails are served at the lounge.

A personalised butler service is accorded, seeing to the needs of the guests from the time they check-in to their departure.

3.5.4 Bell Service

The Bellboys are to handle the guest luggages and assist the secretary. They handle the luggages with care and carried to the rooms with the permission of the guests. They are fully responsible for them. The luggages are stored to avoid missing and mixed up with other items.

They deliver any faxes, parcels or mails to the guest room. They also handle all the postal services.

Other than that, they must be well aware of all the informations of the hotel.

3.5.5 Telephone Operator

They are rarely seen by the guests. They are only 'seen' through their voices.

They are the first people representing the hotel with whom a potential guest would enquire informations on the F & B outlets and pass them directly to the respective departments.

They ensure that the guests are assisted expediently with professionalism and not in a robotic, monotonous manner.

Other than that, they also handle the wake up call and operate the in-house video accordingly. (Vision 4).

They should be aware of the current changes in the hotel and familiar with the hotel extentions.

SALES AND MARKETING DEPARTMENT (BATANG AIR LONGHOUSE RESORT)

4.0 SALES AND MARKETING DEPARTMENT (BALR)

4.1 Overview

I was assigned here from the 7th to 24th August. This was the last department before I ended my three months practical training in this hotel.

This department is divided into two sections; the Sales and Marketing for the Batang Air Longhouse Resort and the Public Relations.

A. Sales & Marketing

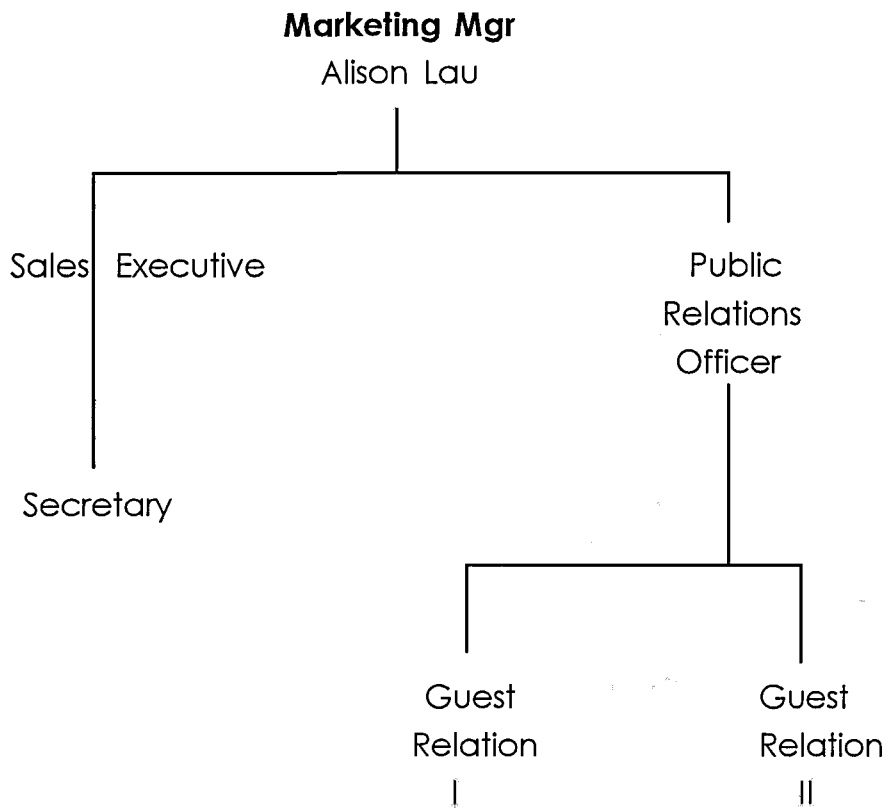
Handles all the reservation and attend to the guest's enquiries regarding the resort. Other than that, they are also in-charge of promoting the resort to the public by giving presentations to any respected companies.

B. Public Relations

Handles all the promotions for both the resort and the hotel itself. They set up press

conference if any special functions are to be held in any of the premises.

4.2 Organisation Chart



A. SALES AND MARKETING

4.3 Overall Operation

4.3.1 Functions

- i. Plans certain target goals (financially) and at the same time, up date the hotel's prestige in order to achieve high revenue and target market.
- ii. Decide on the target market and find ways to "capture" their interests.
- iii. Coordinate the strategies with the respected departments in order to achieve the goals.

The main functions are to sell the rooms and promote the facilities offered at the Batang Air resort.

4.3.2 Briefing

- i. The marketing manager attends the Head of Department's briefing every

morning. The briefing include certain details such as:

- Current informations (strategies)
- Discussion and suggestion. (open discussion)
- Promote certain department with special promotions.

ii. Briefing is done irregularly to the BALR staff. This is because only important datas are discussed. They only focus on the ways to promote strategies and ways to make the public aware of their intentions.

iii. The staff must equipped themselves with good knowledge of the resort knowledge, must be aware with the current changes.

4.3.3 Sales Executive

i. Inform target market (public) on the important information regarding the resort. For example:

- F & B promotions.
- Special packages (rooms, functions, F & B outlets)
- ii. Take down sales; booking of rooms and function rooms. Priority sales are on the rooms offered at BALR.
- iii. Responsible in making other respective departments aware of the marketing strategies in order to achieve the goals.
- iv. Enable to give prompt respond if asked on certain questions regarding the resort.
- v. Make appointments with "interested" companies (outstation presentation) in order to broaden the span of market and bring in more sales.

4.3.4 Reservation

- i. Deals directly with the Kuching Hilton Reservation Office.

(Chosen reservation operator to deal with the bookings for the BALR resort).

- ii. Must be able to know the knowledge for rooms, (facilities) rates offered and the hotel policies.
- iii. Determine the advance room request, determining availability and documenting reservation.

Apart from that, they also must know the F & B outlet activities, menu pricing and any other related informations. This is to enable them to answer all the enquiries without doubts and give efficient service.

4.3.5 Overview: Conclusion

The staff are required to have good communication and interpersonal skills with clients and other companies in order to promote the facilities offered at the resort.

They need to work closely with each department under the same hotel organization, to ensure a smooth and flawless operation.

Other than that, they also need to make direct interactions with the resort's staff (Front Office and F & B Outlets) where the resort is located about half a day journey from the city of Kuching. They should be informed on the arrival of the expected guests and special promotions scheduled for the guests.

They should be prepared to present the resort the best way they can to attract more clients.

B. PUBLIC RELATION

4.4 Overall Operation

4.4.1 Functions

- i. Implement the strategies to the target market (general public).
- ii. Make the public aware of the establishment's current news.
- iii. Advertise the promotions and facilities offered at the hotel.

4.4.2 Public Relation Officer

They work directly with the public and with the guests, they are the one who should ensure that all their needs are attended so that there would not be any complaints.

- i. Prepare the brochures, pamphlets or any printed information on the current facilities and promotion offered in the hotel and resort.
- ii. Handle press releases held at the hotel, concerning the hotel's current activities.

- iii. Advertise the promotions offered with any special packages for any of the departments in the hotel.

4.4.3 Guest Relations

They work closely with the Public Relations for they are responsible in indicating the guests' needs and wants. (Satisfy their needs).

- i. Interact with the guests (walk-in or in-house) and ask for their opinions regarding the hotel facilities.
- ii. Record their complaints and suggestions (computer) for references. Make the respective departments aware of the guests' responses.
- iii. Inspect the VIP guests' room condition, whether the arrangement and condition is up to the standard and presentable before the arrival of guests

- iv. Handle the KIDS PROGRAMME, a club for the Hilton members' children.

- v. Assist the Public Relation Office in handling certain promotion tasks. For example:
 - Advertising in the newspapers.
 - Attending important clients (potential guests).
 - Handling/assisting the PR officer during the press conference.

4.4.4 Overall: Conclusion

The work focuses on implementing the promotion strategies for the hotel. Ways to reach the target market, general public need to be analyse in order to attract valuable and loyal guests. (repeated guests).

Open discussion between the department and the Marketing Department is often done because both departments concentrate on

achieving high revenue and at the same time satisfying the guests' needs.

Any decisions made, need to be approved by the General Manager and all Head of Departments, in order to be able to implement the strategies thoroughly in all departments.

CONCLUSION & RECOMMENDATIONS

5.1 FOOD & BEVERAGE DEPARTMENT

5.1.1 Conclusion

1. Briefing are done everyday, informing the staff fully aware of any current informations regarding the department itself and also the hotel.
2. During the briefing, they also discuss on the problems that are faced during he business hour and together they find ways to overcome them.
3. The managers listen to their suggestions in ways to increase their sales attentively showing that they are appreciated in the department and their opinions are taken seriously by the top management.
4. The managers and senior captains are always around to assist their staffs during peak hours.

5. The standard of service are sometimes not done thoroughly during rush hour for guest satisfaction and staff's convenience are their priorities.

It proves that efficient service does not depend entirely on the book.

6. Interact directly with guests and are able to attend their needs.

7. The excellent communication between the staffs and the kitchen staffs, making it possible for the operation efficiently and smoothly done.

8. They know how to cut costs for their departments and if required, they would work harder to increase the number of their patronage.

5.1.2 Recommendation

1. The staffs should be given regular training programmes to up grade their performance.

2. Organising foreign languages classes is also useful so that they are able to communicate with guests from different countries. There would not be anymore language barrier when dealing with foreign guests.
3. Set an occupied self operating dish washing machine for every outlets to overcome the problems arising from the stewards. (especially during rush hours).

5.2 HOUSEKEEPING DEPARTMENT

5.2.1 Conclusion

1. Briefing are done regularly to improve the staffs' knowledge and their problems are discussed in a team.
2. Roommaids are assigned to 20 rooms and each floors are supervised by two supervisors.

3. The staffs are assisted by the supervisors during peak period and this proved that there is no wide barrier between the staff's and the supervisors.
4. There are often problems with the shortages of staff's. The department would handle the situation by hiring more part-timers.
5. The Executive Housekeeper is extremely particular with the staff's working performances and when she feels that the performances are slowly decreasing, she would give meetings with the senior supervisors to find out the reason and ways to overcome the situation.

5.2.2 Recommendation

1. Staffs should be motivated to work properly because they often feel that they are being taken for granted by the establishment.

2. They should discuss their everyday problems without any doubts with their supervisors.
3. A motivation talk should be given in order to boost their confidence and lighten up their spirits.
4. An English language class should also be given to enable the staff to speak better English.
5. They should be more responsive to the communication between themselves and the guests.

5.3 FRONT OFFICE DEPARTMENT

5.3.1 Conclusion

1. The standard procedures are taken very seriously in this department. Everything has to be done according to the ways the staff were trained.

2. Every department are closely linked with each other. For without any one of the department, then the whole operation would not be completed.
3. The assistant managers are given full authority to conduct the operation.
4. The safety fire drill briefing is done every six months so that the staffs are aware of their obligations when a fire does occur.
5. Training classes are held regularly especially for the trainees to ensure a professional working performance.

5.3.2 Recommendation

1. Practical trainees should be given the freedom to experience the whole operation without feeling as if they are a nuisance for the department.

2. The manager should be more aware with the difficulties the staff are going through and offer suggestions to help them.
3. The staff should be trained to be "brave to make mistakes" for it is a lesson to be learned and not be afraid of.
4. The staff should be more relaxed when communicating with the guests and not treat them like they are interrupting with the process of FRONT OFFICE operations.

5.4 SALES & MARKETING DEPARTMENT

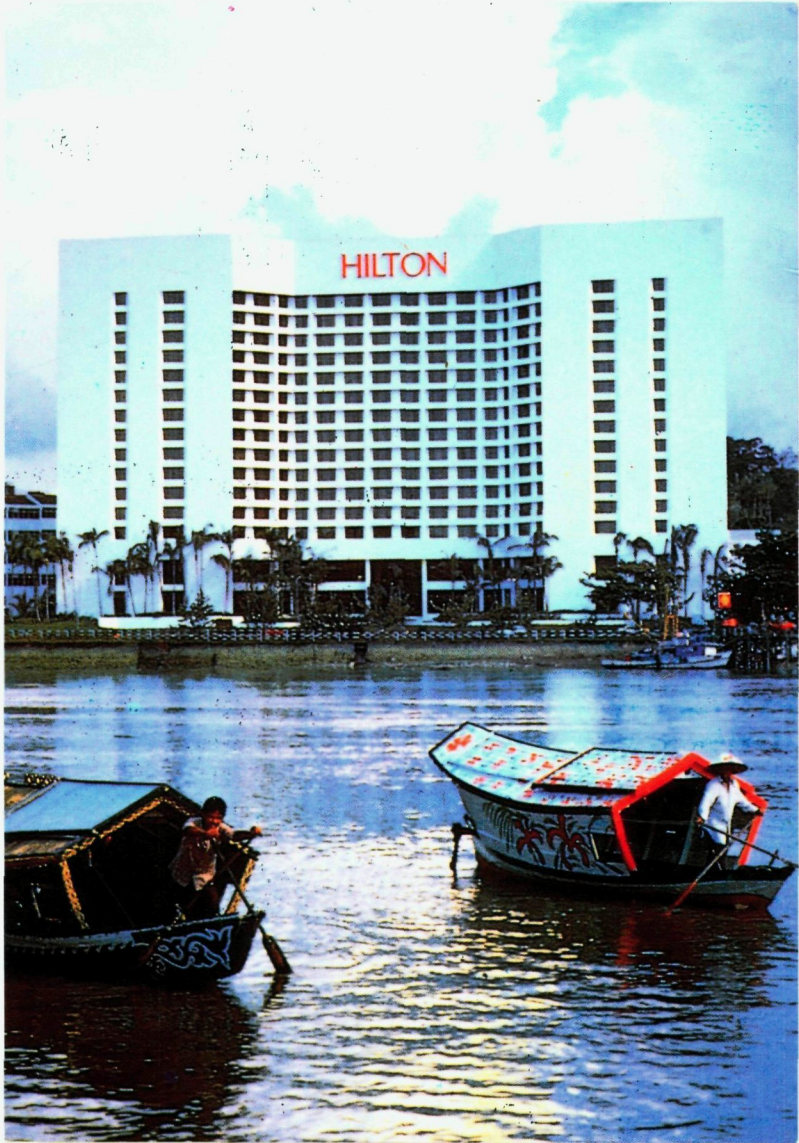
5.4.1 Conclusion

1. The department works closely with the Reservation Department for it concentrates more in selling and promoting the Batang Air Longhouse Resort.

2. Often send representatives outstations to make presentations to the possible clients and making them impress with the facilities offered.
3. The Public Relations works hard to promote the establishment to new possible clients and ensure that there are an increase of repeated guests.
4. The guests' satisfaction are taken seriously and they often inform any of the respective departments so that they are aware of the complains made by the guests.
5. Interact directly with different type of guests everyday and at the same time ensure that the hotel activities are fully aware by the general public.

5.4.2 Recommendation

I cannot think of any recommendations to give because I was impressed with the whole operation during my practical training there. If I may, I would like to mention that the level of communication in terms of appropriacy needs to be upgraded. This I mentioned, as I have seen some staff communicating in a rather unbecoming manner toward the guests. Although I hasten to add that this may not have been done in an intentional manner. The entire operation, however, has been operated systematically and is extremely well organised by the manager and her staff.



WELCOMING CARD

K U C H I N G

H I L T O N

BROCHURES

KUCHING HILTON

KUCHING
HILTON

KUCHING
MALAYSIA



BROCHURE

BATANG AI LONGHOUSE RESORT

HILTON

BATANG AI
LONGHOUSE
RESORT

BATANG AI LONGHOUSE RESORT

MALAYSIA



FOOD &
BEVERAGE
APPENDIXES

WATERFRONT CAFE



TOH YUEN

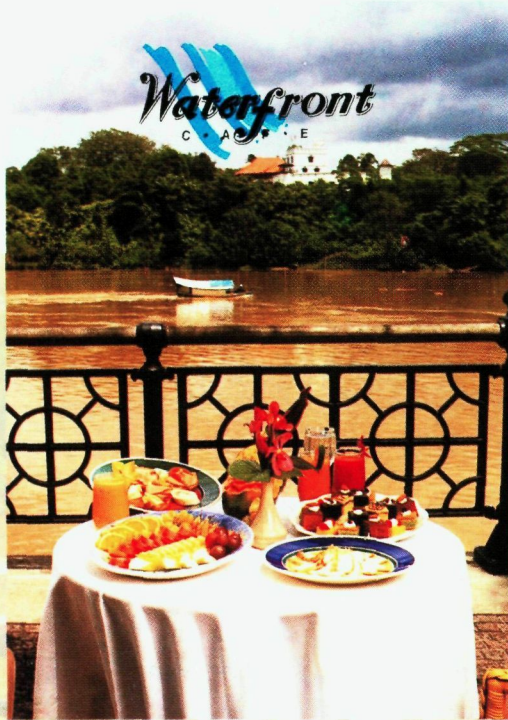


STEAKHOUSE



Waterfront Cafe

Weekend Hi-Tea Buffet



WEEKEND Hi-Tea Buffet

While enjoying the view of Kuching's landmark Fort Margherita, our weekend Hi-Tea buffet offers a wonderful selection of local and western cakes, sandwiches, snack items, pancakes, fruits, Chef's daily specials and the ever so popular Hilton Ice Kacang.

*Saturday & Sunday
From 3.00pm ~ 6.00pm*

For reservations call 248 200 Ext. 4138

KUCHING

HILTON

Waterfront Cafe a la Carte Breakfast



To Begin

Fresh Tropical Juices	Rm 8.25
Orange, Watermelon, Pineapple, Papaya, Tomato or Apple	
Sliced Tropical Fruit	Rm 7.50
Watermelon, Papaya or Pineapple	
Flavoured or Natural Yoghurt	Rm 7.50
Yoghurt with your choice of fruit	
Cereals	Rm 6.00
Cornflakes, All Bran, Rice Bubbles, Coco Pops or Muesli served with milk or Hot Porridge Oats.	
Fresh from our Bakery	Rm 7.50
Your choice of Croissants, Brioche, Danish pastries, Breakfast Rolls, Doughnuts, Muffins or Toast served with butter or margarine and a selection of preserves	

Breakfast Favourites

Two Farm Fresh Eggs	Rm 10.25
Prepare to your liking and served with Turkey Ham, Beef Bacon or Sausages	Rm 11.50
Farmers Omelette	Rm 13.50
With eggs, chopped Bacon, Ham, Onion, Parsley and Potatoes	
Fluffy Three Egg Omelette	Rm 13.75
With Cheese, Turkey Ham, Chicken or Mushrooms	
Grilled Mini New-Zealand Sirloin Steak	Rm 21.00
With wild Mushrooms and Roesti Potatoes	
Waffles or Pancakes	Rm 10.75
Served with Maple Syrup and butter accompanied by Ham, Beef Bacon or Sausages	

Local Breakfast



Yong Tau Foo

Beancurd stuffed with chicken meat and bitterground

Rice Congee

With your choice of fish, chicken, meat or porridge.

Nasi Lemak Istimewa

Kacang Goreng, Telur Goreng, Kang Kong Belachan, Sambal Undang Kering, Rendang Ayam, Acar Timum

Sarawak Laksa

Rich Laksa gravy garnished with Rice Noodles, Prawns, Chicken, Limau Kasturi and Sambal

Mee Hoon Belachan

Rice Noodles with Shrimps paste gravy



Rm 11.50

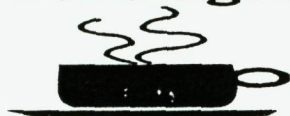
Rm 11.50

Rm 14.50

Rm 13.50

Rm 12.50

Beverages



Coffee or tea

Rm 4.25

Capuccino

Rm 4.50

Hot Chocolate, Horlicks or Milo

Rm 4.75

Fresh Milk - hot or cold

Rm 4.50

All prices are inclusive of 10% service charge and 5% government tax

THE HILTON COOKERY

Selamat Ari Gawai
KUCHING
HILTON
BATANGAI LONGHOUSE RESORT
Gayu Guru
Gerai Nyamai

JUNE HIGHLIGHTS

"Take Me To Hilton"

FBP 6.96

What's Going On.....

Construction of the much awaited Waterfront Cafe Terrace has begun and it's expected to be completed by the 29th of June. With this extension you can look forward not only to the best outdoor dining experience Kuching could offer but also a perfect spot for Coffee, Tea, drinks and snacks whilst enjoying the bustling Sarawak river scenes.

Come and Try !

STEAK HOUSE
Tempura and Tuak
1st to 9th June
Fathers Day
Set Dinner 16th June
Open 6.30 pm to 10.30 pm

Matang Terrace
Dive or Dine Menu,
Panggang Medley,
Kids Mini Olympic
Sunday 23rd June

Waterfront
Gawai Festival
1st to 8th June
Fathers Day Sp
Sunday Brunch
Hi-Tea
and Deluxe Bu
Dinner

TOH YUEN
Venison and
Beef Specialities
1st to 30th June
Fathers Day
Special Set Dinner
Themed Buffet Lunch

The Bake Shop
Cake and Bread
of the Month
Chocolate rice cake
Jagung Bread
Gawai and Fathers
Day takeaway

PEPPER'S
KAMPUNG & DISCO THEQUE
Kampung Rock 1st-3rd June
Tea Dance 2nd June
Tribute to Fathers
16th June
Happy Hours 5-9pm



Tempura and Tuak
at the Steakhouse
June 1st to 9th

Delicious Tempura the pride of the Japanese and delicate Tuak the heavenly concoction of the Dayaks, will be the harmonious combination menu for dinner at the Steakhouse

Gawai Harvest Feast
1st to 8th June



Celebrate with us the traditional harvest festival of new rice. Daily buffet lunch and dinner will feature the many ethnic delicacies such as chicken cooked in bamboo, umai, midin belacan and many other specialities from the lakes, plains and mountains of Sarawak

Venison and Beef Specialities
at Toh Yuen

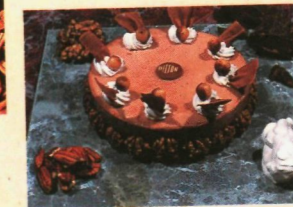
Guest at Toh Yuen will be treated to an unusual touch of Chef Kong's venison and beef specialities during June. Diners can choose to have small medium or large all of which will be presented in a distinctive manner.



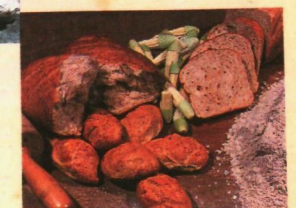
Dive or Dine

"Panggang Medley" at Matang Terrace

Calling all children to bring mum and dad along and enjoy a swim or a game of tennis coached by professionals or simply sit back relax and enjoy a flavorful extra cut of succulent juicy and tender grilled items from our PANGGANG MEDLEY menu.



Rice and Chocolate Cake



Jagung Bread

The Bakeshop

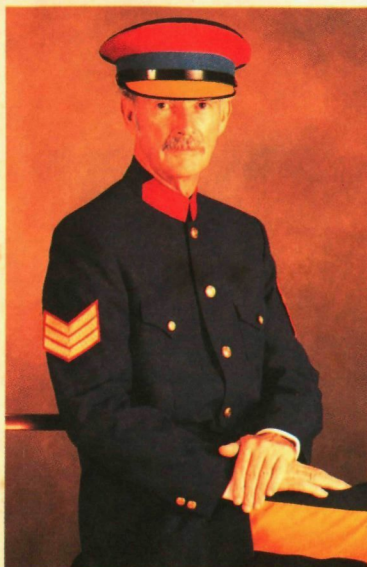
Don't miss our unique RICE AND CHOCOLATE cake or oven fresh JAGUNG BREAD this month at the Bakeshop. Whilst you are here ask about our gawai and father's day takeaway goodies

Tribute to Tuak

at Margherita Lounge
1st to 30th June



Join the crowd and get into the real Gawai mood. Start your evening with a glass of tuak from a parade of tuaks traditionally prepared by our APAI, INDAI, AKI and INI

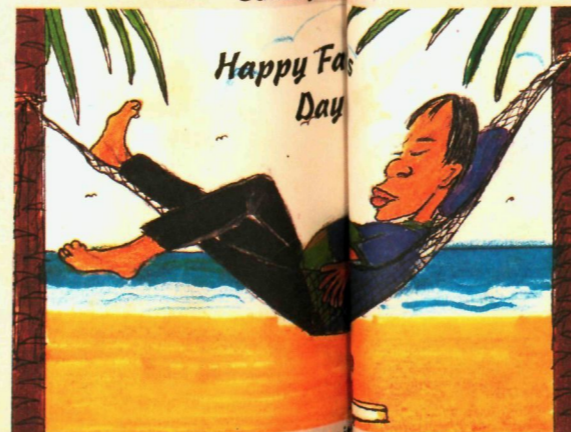


Sargeant Peppers Command
of June

- * **Kampung Rock:**
1st to 3rd June 1700 hours onwards
- * **Canto Pop Nite:**
Saturday 8th, 15th, 22nd, 29th June
- * **Tea Dance:**
Sunday 2nd June 1430-1830 hours
- * **Tribute to Fathers:**
June 16th, 1700 hours onwards
- * **Menu of the month:**
Sensational sausages
- * **Happy Hours:**
1700-2100 hours daily
- * **Dress Code:** Smart casual

By order: John Pepper

Dedicated to "Old Dad"
Sunday, June 1st



Mothers had their day at Kuching Hilton, now it's your turn. Our food and beverage team takes great pleasure in presenting a Special Father's Day dining programme at the Waterfront Cafe, Steakhouse and Toh Yuen Chinese restaurant. Be there with your dad on Sunday, June 1st, watch him glow with surprise as you present him the best gift on his special day with the Hilton touch and care.

FRONT OFFICE
APPENDIXES

ROOM RATES
KUCHING HILTON

K U C H I N G



Jalan Tunku Abdul Rahman
P.O. Box 2396, 93748 KUCHING Sarawak, East Malaysia
Telephone: (60 82) 248200 Telex: MA 70184 HILKCH
Cable: KG HILTELS Fax: (60 82) 428984-General
Fax: (60 82) 238546-Sales Department

1996 ROOM RATES

	REGULAR FLOOR		EXECUTIVE FLOOR	
	STANDARD	DELUXE	EXECUTIVE	DELUXE
Single	325.00	350.00	365.00	400.00
Double/Twin	345.00	380.00	395.00	425.00
Extra Bed	30.00			
SUITES		One Bedroom	Two Bedroom	
Business Suite		675.00		
Sarawak Suite		1400.00	1400.00	
Governor Suite		2250.00	2250.00	

All rates are quoted in Malaysian Ringgit and are subject to 10% Service Charge and 5% Government Tax. Rates are subject to change without prior notice.

GUEST ROOMS AND SUITES

All 322 rooms and suites are equipped to the highest international standard and features:

- * Located along Kuching's spectacular Waterfront promenade
- * Spectacular view of the Sarawak River and the city
- * Individually controlled central air conditioning
- * Minibar and tea/coffee facilities in all rooms
- * Hairdryer in all bathrooms
- * Executive writing desk
- * Remote control television with in-house movie programme
- * Direct dial telephone
- * Radio and taped music channels
- * Electronic key card system
- * Life safety system
- * Ice cube machine on every floor
- * Satellite television with 24 hours CNN

EXECUTIVE FLOORS

Three Executive Floors featuring personal butler service, separate check-in and check out, in-room safe, free coffee/tea, complimentary breakfast and cocktails, business service facilities.

NON SMOKING FLOOR

Non Smoking Rooms are available on request.

LADY HILTON

The Lady Hilton rooms are supplied with additional amenities specially selected for the female traveller.

GROUP RATES

Special group rates for a minimum of 10 rooms are available. Please contact our Sales Department for further information.

HOUSEKEEPING
APPENDIXES

Note To Record Special Requests Made By Guests

K U C H I N G



Because your privacy is important to us, we did not wish to disturb you regarding the following services:

- Maid Service - All Hours
Dial 5
- Minibar Service - All Hrs.
Through
Room Service
Dial 2
- Laundry Delivery - 7 am - 8 pm
Dial 6
- Message/Package
Delivery - All Hours
Dial 3
- Others - All Hours
Dial 7

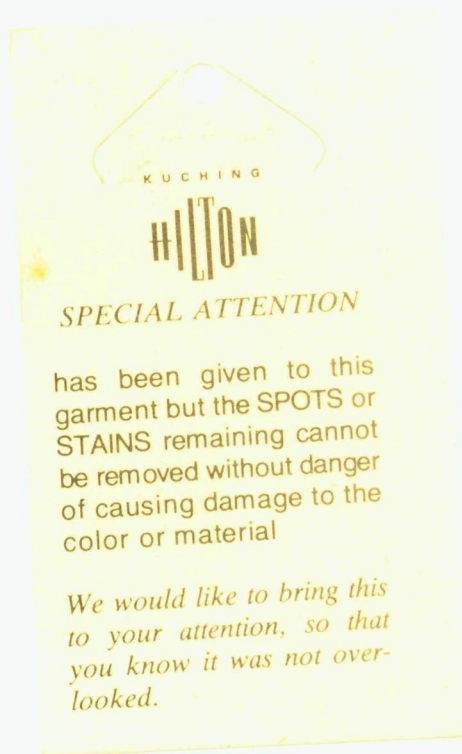
Please call us at your
earliest convenience.

Thank you.

LAUNDRY

Note To Be Attached With Guest's Clothing

For Extra Care



Questionnaire

K U C H I N G

H I L T O N

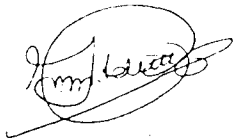
Dear Guest,

I would like to hear from you.

Will you please assist us by completing the three questions on the reverse side.

You may leave this card in your room or drop it off at the reception desk.

Thank you.



Jan van der Putten
General Manager

Why did you choose this Hotel?

What did you like the most about it?

What could be improved?

Name: _____

Address: _____

Room: _____

Date of visit: _____

Kids Programme Organized By The PR Department



Dear Kid's Klub member,

Have you been working hard preparing for your school's mid year examination? I'm sure you have been. Now, you do deserve a good holiday when school breaks off in June.

For those of you who are not going away for the holiday, keep your Sundays free to join our "Kid's Sunday Brunch", "**Father's Day**" is June 16 and in addition to it, we're going to have a "**Kid's Pool Carnival**" on June 23 1996. So, Kid's we all love to have you join us!

See you there!

Just a reminder to those who will be celebrating your birthdays soon.

As members of the **HILTON KID'S KLUB**, you are entitled to a special discount of 10% off our children's

BIRTHDAY PARTY PACKAGE.

The Hilton's Children's Birthday Party Package comes with:

A Children's Buffet Menu

Unlimited Cordial drinks

Organised games & fun

Party decoration with Balloons and streamers

cartoon video show

and even a Complimentary birthday cake!

Call Banquet Executives at Tel. No: 248200 ext 4011/4003 for more information.