



CLEAN & SAFE MALAYSIA

HOTEL CERTIFICATION GUIDELINES

1 JULY 2020

**SUPPORTED BY:
MINISTRY OF TOURISM, ARTS & CULTURE
MALAYSIA**



HOTEL CERTIFICATION GUIDELINES

CLEAN & SAFE MALAYSIA



Information within are based on best practices and references available at the time of publication, including guidelines from the Government of Malaysia, with best interest of safety & health of hotel employees, associates, guests and the general public.

Guidelines are subject to change as per health and regulatory or relevant authorities' requirements as and when they are made available or announced by the Government.

Hotels are also subjected to current or future restrictions or "negative list" as and when it may be determined or announced by the Government of Malaysia.

Published on 1 July 2020 by:

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www.hotels.org.my

Supported by:

Ministry of Tourism, Arts & Culture

Malaysia

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PART 1

GENERAL CLEANING

Guidelines for Cleaning & Disinfecting

For precautionary cleaning, the general advisory is to use water and detergent (or bleach at dilution of 1 part bleach to 49 parts of water), while for areas suspected of being in contact with confirmed cases of Covid-19, cleaning products that contain appropriate amount of active ingredients* are required.

Active Ingredient	Contact Time (min)
Accelerated Hydrogen Peroxide (0.5%)	1
Benzalkonium Chloride (0.05%)	10
Chloroxylenol (0.12%)	10
Ethyl Alcohol (70%)	10
Iodine in Iodophor (50 ppm)	10
Isopropanol (50%)	10
Povidone-Iodine (1% iodine)	1
Sodium Hypochlorite (0.05-0.5%)	5
Sodium Chlorite (0.23%)	10

**recommended active ingredients may change from time to time in accordance to requirements of health authorities*

Disinfection of Common Facilities

Hotels are to implement cleaning and disinfection processes minimum three times daily for every 8 hours operations for common areas as well as food & beverage areas, and increased frequencies in accordance to traffic flow of the respective areas. A log is to be maintained complete with list of recommended disinfectant and / or detergent to be used for different areas or surfaces.

Common facilities include, but not limited to the following:-

Hotel Lobby

Reception Desk (or any other set up for the purpose)

Restaurants & outlets

Public Areas (in and outdoor)

Lifts / Elevators (including buttons, handles on and within)

Doors (including knobs, handles or any other mechanism)

Staircases & Escalators (handrails or any other fittings)

Toilets / Washrooms / Baby Room / Breastfeeding Room

Business Centre / Meeting / Function / Ballrooms & Foyer

Pantry / Canteen / Staff Cafeteria or similar

Prayer Room / Surau

Other Facilities (Swimming pool, gymnasium etc) & Areas

Back of house areas, offices, loading bay, stores, kitchens and others (where food or raw materials are involved, food grade / safe disinfectants are recommended)

Additional Requirements

Hotel to carry out periodic thorough cleaning and disinfecting of common services or fittings (increased frequency from usual schedule):-

- Air conditioning and ventilation system.
- Carpet.
- Other fabric based items (ie sofa, curtains etc).

Added disinfecting exercise for staff areas (where applicable):-

- Staff locker room minimum twice weekly.
- Dormitory minimum twice weekly.
- All other staff areas based on traffic flow.

Receiving and Stores

- All items are to be disinfected upon delivery.
- Designated area to be marked for non-disinfected items.

Laundry

- In house laundry is to adhere to Ministry of Health's (MOH) guideline for washing, drying and handling of laundry.
- All dirty laundry are to be bagged and separated.
- For third party laundry service providers, returning laundry are to be bagged and its packaging disinfected upon receiving.
- Hotel is to ensure third party laundry service provider adhere to MOH's guidelines.

Meeting Rooms, Ballrooms and Facilities

- Areas accessible to public is to be treated as common areas.
- All touch points are to be disinfected minimum twice daily or in accordance to traffic.
- All reusable event guest use items are to be disinfected before and after every use.

Recommended

Meeting rooms, ballrooms are to be disinfected with recommended air sterilisation apparatus (ozone, ioniser or similar with proven specifications) after use.

General Cleaning Section Overview:-

- ✓ *General Common Areas - Minimum Three Times Every 8 Hours*
- ✓ *F&B Common Areas - Minimum Three Times Every 8 Hours*
- ✓ *High Traffic Flow Areas - Increased Frequency*
- ✓ *Disinfecting of Air Conditioning & Ventilation System*
- ✓ *Disinfecting of Carpet*
- ✓ *List of Recommended Disinfectant / Cleaning Agent*
- ✓ *Log of Cleaning & Disinfection Performed*
- ✓ *Cleaning & Disinfecting of Staff Locker Rooms*
- ✓ *Cleaning & Disinfecting of Dormitories (if any)*
- ✓ *Cleaning & Disinfecting other Staff Areas*
- ✓ *Receiving & Store Disinfecting SOPs*
- ✓ *Laundry (internal or 3rd party) SOPs*
- ✓ *Meeting Facilities Disinfecting SOPs*

Disinfection of Guest Rooms

Occupied Rooms: Hotels are to implement cleaning and disinfection standard procedures for occupied rooms with pre-set frequencies on recommended schedule when the staying guest is not in the room. A log is to be maintained complete with list of recommended disinfectant and / or detergent to be used for different areas.

Check-out Rooms: A separate detailed & thorough cleaning and disinfection standard process for check-out rooms should be adopted and a log is to be maintained accordingly.

Additional Requirements

- All in room utensils, cutleries or any other personal reusable items (ie cups, glasses, spoons etc) are to be collected and washed separately according to food safety standards guideline of above 71°C and rinsing of above 82°C.
- Minibar to be emptied and disinfected.
- Room telephone, remote controls, room key (or card) and all other guest use items are to be disinfected.
- Carpeted floor to be disinfected.
- Dirty linen to be collected and bagged in separate cart.
Housekeeping trolleys to be disinfected daily.

Recommended For Check-Out Rooms

- Room to be disinfected with recommended air sterilisation apparatus (ozone, ioniser or similar with proven specifications).
- Bathroom / toilets to be steam cleaned or with recommended air sterilisation apparatus.
- Room inventory to be rotated to avoid back to back check-in to the same room.

Employees assigned on cleaning duties are to be equipped adequately with personal protective equipments, not limited to face mask and gloves.

Employees to be scheduled to room cleaning with:-

- Staggered shifts to minimise employees on floors.
- To set minimum and maximum number of employees on floors at any one time.

Guest Rooms Cleaning Section Overview:-

- ✔ Occupied Room Specific Cleaning SOPs
- ✔ Check-Out Room Specific Cleaning & Disinfecting SOPs
- ✔ In Room Items & Amenities Disinfecting SOPs
- ✔ To Schedule Employees on Staggered Shifts for Rooms
- ✔ To Set Minimum & Maximum Number of Employees on Floors
- ✔ To Equip Employees with PPE
- ✔ List of Recommended Disinfectant / Cleaning Agent
- ✔ Log of Cleaning & Disinfection Performed

PART 2

EMPLOYEES

Screening of Employees

Every employee checking in to work must be screened for body temperature twice daily and respiratory symptoms such as cough, running nose, sore throat or shortness of breath. A temperature monitoring log of employees and of any symptoms is to be kept and maintained for records purposes and presented to health authorities when needed.

Sample log:

Date	Employee's Name & ID	Body Temperature - Morning (Time)	Body Temperature - Afternoon (Time)	Body Temperature - Evening (Time)	Remarks / Other Symptoms

Employees recording body temperature of 37.5 degrees Celsius or higher, and / or are displaying respiratory symptoms are to seek immediate medical attention, and should not be allowed to work.

Employees returning to work must declare if they have visited or been to any Covid-19 affected countries and had not gone through quarantine process, or any employees under Quarantine Order for any other reasons are not to be allowed to work. A self-declaration form is recommended for all employees returning to work after leave.

For employee meals (if provided), packed meals are recommended. Self-served or buffet is not allowed. General distancing guide applies and hotels are advised to allocate staggered meal periods for employees.

Management is required to display guidelines to employees and make available such for reference at all times. Management is also recommended to constantly communicate situation updates and precautionary practices to employees.

Personal Hygiene

Personal hygiene of all employees are to be observed and safe distancing should be practiced at the work place, head of departments are to conduct periodic inspections.

- Departmental Supervisors to conduct periodic trainings and audits on compliance (such as hand wash)

Additional Requirements

All employees are to be briefed or trained and recorded:-

- Policies, guidelines and SOPs implemented for all areas.
- Personal hygiene (method of washing hands, sneeze, cough prevention or control).
- Usage of personal protective equipment. Emergency contact for the hotel.
- Off-duty restrictions as per Government directives at the time.
- Employees are required to use the MySejahtera application developed by the Government of Malaysia.

Recommended

Any employee leaving the hotel premises during duty hours or for meal / rest breaks are to declare all places visited upon returning to the hotel.

Minimise staffing and adjust staff scheduling based on expected business.

Employees to be trained to AVOID **3Cs**:-

- **C**rowded Places
- **C**onfined Spaces
- **C**lose Conversations

And to Practice **3Ws**:-

- **W**ash (hands always)
- **W**ear (mask)
- **W**arn (avoid handshake or bodily touch, disinfect, get treatment immediately if with any symptoms)

Employees Section Overview:-

- ✓ *Daily Screening of Temperature & Respiratory Symptoms*
- ✓ *Monitoring & Control of Employees' Movements*
- ✓ *Declaration of Travel*
- ✓ *Employee Meals SOPs*
- ✓ *Distancing at Work Place*
- ✓ *Training & Monitoring*
- ✓ *Communication*
- ✓ *Employees' Personal Hygiene SOPs*
- ✓ *Employee Scheduling to Minimise Staffing*
- ✓ *To use MySejahtera App*
- ✓ *Avoid 3C, Practice 3W*

PART 3

3RD PARTY ASSOCIATES

Vendors, Suppliers, Tenants, Contractors

Any 3rd party personnel entering the Hotel premise for purposes of delivering goods or services are to be screened for body temperature and respiratory symptoms such as cough, running nose, sore throat or shortness of breath prior to the delivery of such or entering the premises.

For on-premise duration of not exceeding 4 hours, 3rd party personnel are to be screened once and a log is to be kept and maintained with sufficient information for contact tracing purposes.

Sample 3rd party log (less than 4 hours entry):

Date & Time	Company & Contact	Name & ID	Contact	Body Temperature	Been or Visited Covid-19 Affected Country in last 14 days	Remarks / Other Symptoms

For on-premise duration exceeding 4 hours, body temperature screening is to be conducted twice and records of such kept and maintained with sufficient information for contact tracing purposes.

Sample 3rd party log (above 4 hours entry):

Date & Time	Company & Contact	Name & ID	Contact	Body Temperature & Time	Body Temperature & Time	Been or Visited Covid-19 Affected Country in last 14 days	Remarks / Other Symptoms

Any 3rd party personnel with body temperature of 37.5 degrees Celsius or higher, and / or are displaying respiratory symptoms, or had been to Covid-19 affected countries in the past 14 days and had not gone through quarantine process, are to be denied entry and their respective employer notified officially.

Any engineering, maintenance, contracted works are not to exceed maximum of 10 personnels at any one time for each task / project / assignment. Distancing guidelines must be applied at work.

Additional Requirements

Entry and exit:-

- Entry and exit points to be centralised where possible.
- 3rd party personnel leaving the premises for whatever reason shall be screened again upon re-entering the hotel premises.
- 3rd party personnel are required to utilise the MySejahtera application.

3rd Party Section Overview:-

- Centralised Entry & Exit Point
- Screening of Temperature & Respiratory Symptoms
- Travel Declaration
- Limitation on Maximum Number of Workers at Any Job
- Distancing at Work Place
- Monitoring & Control of Movements
- To use MySejahtera application

PART 4

GUESTS

Rooms, F&B and Events

General Controls

Four main general controls are recommended for management of guests in the hotel:-

Crowd Management

Queue Management

Seating Management

Interaction Management

Crowd Management: A limit is to be set for the maximum number of persons allowed at every public sections of the hotel (ie lobby, porch, elevators etc), a general calculation is based on distancing of 1.5 metres from one person to another, depending on the total available space. Physical markers and / or guide are to be displayed accordingly.

- Minimise entry points where possible.
- Screening to be conducted at entry points of all visitors.
- Any visitor with body temperature above 37.5 degrees Celsius and / or displaying respiratory symptoms such as cough, running nose, sore throat or shortness of breath should be denied entry.

- Screened guests or visitors are advised to be systematically tagged as screened, optional with temperature indicated.
- Monitor adjacent areas, that may or may not be within the hotel's compound for crowding (ie smoking areas, public transportation stops etc).
- All guests or visitors are required to utilise the MySejahtera application.

Queue Management: At all sections where a queue is expected, (ie reception, restaurant, elevators etc) guide or markers for distancing of minimum 1 metre from one person to another is required, with a total limit in accordance to physical space constraints. Hotels are to ensure smooth movement of queues at all areas.

Seating Management: All seated sections are to be set with distancing of 2 metres between tables and minimum of 1 metre between seats where applicable. Groups or family who wish to be seated together may be allowed to do so, but the recommended distancing should be maintained for different groups.

- Maximum number of persons per table is based on size and required distancing.
- Seating are not to be in direct air flow of air conditioning or ventilation blowers.
- Round table seat distancing will be based on size of table, with minimum 1 metre from one seat to another.
- Seatings are to be restricted at alternate seats, or as per required distancing.

Interaction Management: All sections where close interactions between employees and guests are unavoidable, precautionary measures are required, both employees and guests are required to wear appropriate face mask (except where separation screens are installed or are already in place), and all touch areas, items and surfaces are to be constantly disinfected with recommended disinfectant or detergent. Hotels are to provide hand sanitisers at all interaction points, and to encourage e-payments where possible. Separation screens are recommended for all face-to-face points.

All distancing policies, guides and references are to be made known and available to guests and visitors accordingly.

Specific Controls

In House Guests: Hotels are to check and record body temperature of guests checking-in and to observe for guests with respiratory symptoms such as cough, running nose or shortness of breath. Any guest with body temperature above 37.5 degrees Celsius and / or displaying respiratory symptoms such as cough, running nose, sore throat or shortness of breath will be requested to seek medical attention immediately and obtain medical clearance before being allowed to check-in. Guests experiencing any symptoms during the stay must declare so to the Hotel and health authorities.

- Full or partial self check-in is highly recommended.
- Contactless room key system is recommended.
- To provide guests with informative sheet of Do's and Do Not's.
- Guests to declare if they are registering any symptoms during their stay.
- Daily self assessment is recommended for in house guests.

Hotels are also recommended to impose a travel declaration and contact tracing form to be completed by the guest prior to checking in, and to record observations accordingly.

F&B Guests: Hotels are to check and record body temperature of guests who wishes to dine in at the premise complete with date, time, name, identification number (where permitted by law) and contact and to observe for guests with respiratory symptoms such as cough, running nose or shortness of breath.

Any guest with body temperature above 37.5 degrees Celsius and / or displaying respiratory symptoms will not be allowed to dine-in, and will be requested to seek medical attention immediately.

Hotels to set recommended maximum dining duration for guests appropriate with respective operations to limit / minimise number of guests in the restaurant at any one time.

All personal use items for guest dining purposes are to be isolated or individually set when needed (ie cutleries, salt, pepper, sugar, creamer etc), and all touch / contact points and surface are to be disinfected with recommended disinfectant or detergent immediately after use.

- Where possible, to use contactless menu, or disposable menu, where not available, menu to be disinfected after every use.
- To provide for advanced booking and pre-order, to minimise guest time at the restaurant.
- To use paper napkins, avoid use of linen. Where applicable, used linen are to be bagged, separated and sent for washing accordingly.
- Dish cloth, kitchen cloth or any other wiping cloth are to be disinfected with hot water (above 80°C) for minimum of two minutes after use.
- Dishwashers are to be set to minimum rinse temperature of 82°C.

Recommended

- To provide F&B guests with disposable food safe disinfecting wipes.
- To install physical separators on dining tables to separate face to face contacts.

Event & Meeting Guests (based on activities allowed & restrictions set by the Government at the time): Hotels to request organisers to check body temperature and maintain a log of guests (six months retention) attending any events or meetings at the premise complete with contact for tracing purposes and to observe for guests with respiratory symptoms such as cough, running nose, sore throat or shortness of breath.

- To impose maximum capacity at 250 persons (or as set by Government at the time), or less in accordance to size of venue based on distancing rules.
- Disposable guest personal use items are recommended.
- Social distancing as per above “General Controls” is to be practiced.
- To disinfect all areas before and after the event, including attached facilities such as washrooms.
- Meals are to be served with distancing.

Any guest with body temperature above 37.5 degrees Celsius and / or displaying respiratory symptoms must not be allowed to attend the event. The guest is to be given face mask (if not already wearing one) and to be requested to seek medical attention immediately.

Hotels are also required to impose a travel declaration and contact tracing form on the organiser of the event or meeting, to be completed by participants prior to attending the event, and to record observations accordingly.

For social events, such as festivals, weddings and other celebrations held at the venue, the following SOP must be adhered to.

- Maximum duration of 3 to 5 hours.
- Buffet service must be conducted through dedicated servers.
- Dedicated person is to be assigned to manage any other activities during the event, such as photo session or ceremonial proceedings, and distancing rules shall be applied accordingly.

Other Services

Bell Service:-

- All guest items (luggage, bags and others) are to be disinfected upon arrival prior to being carried into the hotel.
- Guests are encouraged to carry their own luggage to the room where possible.

Valet Service (where applicable):-

- Valet service is NOT recommended, guests to self park.
- If unavoidable, all touch points are to be disinfected with appropriate cleaning agent after parking the vehicle.
- Hotel is advised to provide disposable disinfecting wipe to guests when returning car to guests.

Prayer Room / Surau:-

- To set fixed time periods for usage of the prayer room or surau.
- To display Do's & Do Not's to all users.
- To record guest usage, six months retention.

Shuttle Service (where applicable):-

- Basic distancing rule shall be applied for seating.
- All contact points are to be disinfected after every trip.

Gymnasium / Fitness Centre (where applicable):-

- Users to register via MySejahtera application.
- To limit number of guests using the facility at any one time.
- To disinfect equipment after every use.
- To disinfect all touch points after use.
- To screen all guests prior to entering / using the facility.
- To provide hand sanitiser and spray disinfectant in the facility.
- Any linen use must adhere to Ministry of Health's requirements.
- Children below 12 years of age, senior citizens and guest with chronic diseases are not allowed.
- Disposable guest personal use items are recommended.

Swimming Pool & Related Facilities:-

- Subject to the Government's Standard Operating Procedures at the time of use.
- Users to register via MySejahtera application, and screened (temperature) at entry.
- Lifeguard, supervisor or an employee assigned to ensure SOPs are adhered to must be present at all times during operating hours.
- To conduct water chemistry test every 2 hours of operations and ensure free chlorine level of between 0.5 mg/L to 3 mg/L.
- To limit number of users based on area size.
- In pool distancing of 1 to 3 metres for static activities in the pool.
- In pool distancing of 3 to 5 metres for dynamic activities in the pool (swimming, movements and such).
- Out of pool distancing of 1.5 metres between users on all areas adjacent to the pool.
- Physical distancing separators are recommended.
- Personal hygiene must be observed at all times.
- Pool users are to shower before use.
- No bodily contact at all times.
- Children below 12 years old and elderly above 60 years old are not encouraged.
- Limit the use of washrooms and changing rooms in accordance to capacity with distancing rules applied.
- Ensure equipments are disinfected after every use.
- Additional facilities such as sauna, steam room, jacuzzi are not allowed until such time announced by the Government.

Guests Section Overview:-

- ✔ *Crowd Management SOPs as Per Safe Distancing Rules*
- ✔ *Queue Management SOPs as Per Safe Distancing Rules*
- ✔ *Seating Management SOPs as Per Safe Distancing Rules*
- ✔ *Interaction Management SOPs as Per Safe Distancing Rules*
- ✔ *Screening of All Visitors*
- ✔ *Check-In Guests Screening & Travel Declaration*
- ✔ *Recommended Self Check-In & Contactless Room Key*
- ✔ *Do's & Do Not's Information Sheet to Check-In Guests*
- ✔ *Dine-In Guests Screening & Contact Tracing*
- ✔ *Control on Maximum No Of Dine-In Guests and Dining Time*
- ✔ *SOPs for Dine-In Guest Use Items*
- ✔ *Recommended Contactless Menu*
- ✔ *Recommended Advanced Booking & Pre-Order of Food*
- ✔ *Recommended to Use Disposable & Non Linen Items*
- ✔ *SOPs for Dish Cloth and Dishwashing*
- ✔ *Events Guests Screening & Contact Tracing*
- ✔ *Self Service / Park Bell & Valet Services Where Possible*
- ✔ *Prayer Room SOP*
- ✔ *Shuttle Service Distancing SOP*
- ✔ *Gymnasium SOP*
- ✔ *Swimming Pool & Facilities SOP*

PART 5

MANAGEMENT & DOCUMENTATION

Management, Logs & Records

An executive or manager shall be appointed to ensure implementation of the guidelines. Preventive records and logs are to be recorded and verified by heads of departments on daily basis while body temperature logs are to be maintained at respective departments.

All records are to be kept for a duration of minimum three months, or six months (for events, convention, meetings workshops or similar) for traceability and to be produced when required.

Detailed Requirements

Officer In Charge shall be assigned with a 24 hours response team of minimum two persons in total, or in appropriate ratio to the total number of employees:-

- Where there is an existing Emergency Response Team (ERT), the ERT team may be assigned to these tasks.
- To update on daily basis a general information board or portal made available for employees.
- To update any changes to regulatory requirements as may be announced by the authorities.
- To act as centralised communication centre for all related needs.
- To establish 24 hours contact point for related needs.

Recommended For Specific Departments

Finance & Revenue Management

- To factor in Covid-19 Out-Of-Order rooms as per respective management's discretion for records purposes.
- To reconsider flexible or non-restrictive booking policies.

Sales & Marketing

- To factor in impact of the Covid-19 pandemic or any other similar situations.
- To revisit sales & marketing efforts in view of such impact.

Customer Relations

- To establish pandemic related communication with past, current and future guests.
- To initiate re-planning of guest bookings.
- To adjust guest loyalty programs accordingly.

Human Resources

- To revisit employment policies.
- To reconsider or renegotiate employment terms.
- Set training plans anticipating any future business downturns.

Management & Documentation Section Overview:-

- ✓ *Appointment of Office In Charge*
- ✓ *Establish 24 Hours Response SOPs*
- ✓ *Establish Info Sharing & Updates*
- ✓ *Centralised Communication*
- ✓ *Recommended Non-Health Departmental Policies*

PART 6

SUSPECTED CASES

Standard Response Procedures

Hotels are prepare and establish standard response procedures for any suspected cases on property, that should include:-

1. Quarantine area / room;
2. Designated and isolated route to the quarantine area / room from transport pickup point;
3. Contact of nearest Ministry of Health designated Covid-19 treatment centres;
4. Evacuation plan for employees, guests and other parties in the property;
5. Procedures and supporting records for contact tracing;
6. Procedures for cleaning and disinfecting on all areas exposed to the suspected case.

Recommended

- To conduct periodic drills.

**Guidelines within are based on best practices and references available at the time of publication, users are advised to refer to updates or regulatory requirements at time of application.*



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Supported by:

**Ministry of Tourism, Arts & Culture
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