

EXPLORE

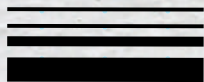
TOP  
GLOBAL  
HOSPITALITY



*volume*  
**2021/06**

V2021.06.001

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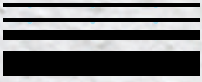
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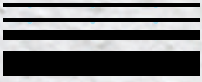
# TOP GLOBAL HOSPITALITY





Y  
Top Global Hospitality believes that each property deserves its own identity and creative disposition. We take great passion in injecting life into properties. Through our know-how and the use of a digital ecosystem, we help property owners to optimise the true potential of their assets in profit and return.

We manage a wide span of properties across the region, including but not limited to hotels, resorts and villas, service apartments, co-living spaces, hostels, golf course and other recreational facilities.



# CONCEPT & FEASIBILITY STUDY





Our team is capable of providing project concepts to define properties' positioning through market surveys and to develop cost and cashflow strategies to optimise returns for property owners.

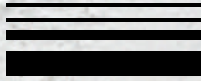
**>>>>>>> FEASIBILITY STUDY**

- > Market survey
- > Project costing and cash flow



# PROJECT MANAGEMENT





## >>>>>>> PROJECT MANAGEMENT

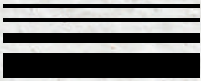
- > Project management from construction phase from pre-opening to opening
  - Assistance in preparing project brief and initial development cost plan
  - Assistance in project contracting and technical assistance on various stages of development
  - Assistance in pre-opening/opening
  - Reposition and rebranding
  - Others
- > Re-engineering of current Standard Operating Procedures to increase productivity and cost efficiency

NT

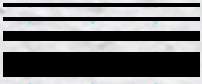




# ACCOUNTING, REPORTS & COMPLIANCES



- > Our account services is supported by a team of experienced professional accountants
- > Customised and flexible services to suit different properties' accounting needs that supports various statutory and authority compliances requirements
- > Monthly management reporting allows for comprehensive view and analysis of business performance and value of property
- > Annual budget presented in advance to ensure timely strategising and evaluation of our performance



# REVENUE & DISTRIBUTION

## > **We understand the challenges faced by operators**

- Pricing is a specialized field that requires much time, data and resources to analyze and revise regularly.
- It is also extremely tedious to update the revised pricing manually.
- As a result, the property may not capture market conditions timely.

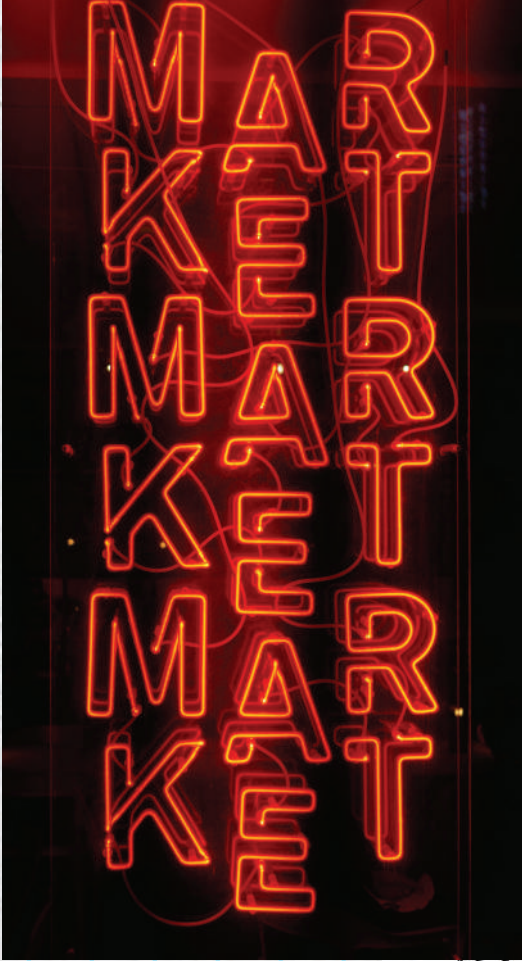
## > **How we can help you**

- Maintain a specialized team to analyze and manage a pricing model designed for your property.
- Pricing model is capable to adjust the rates automatically and regularly in response to market changes.
- Savings of your resources can be redeployed to better guest relationship management, marketing and improve on housekeeping standards that will in turn beef up your brand.



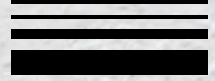






# MARKETING COMMUNICATION





We leverage on design, technology, and innovation to be distinctive, improve efficiency, and drive our sales across multiple channels. Through focus on our website, we attract both groups and individuals, corporate and leisure, and diversifying our geographic reach to increase our price premium over competitors.

#### >>>>>> **MARKETING COMMUNICATION**

- > Creating unique branding, ensuring consistency across all visuals as well as communication collaterals for the property
- > Recommending website design to personify the brand identity
- > Digital marketing for outreach and awareness (which also includes social media management and Search Engine Optimisation and Marketing)
- > Maintaining close relations with a pool of influencers/ambassadors to carry out various marketing campaigns

# ONS







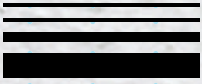
# OPERATE & MAINTAIN

## >>>>>> OPERATIONS

- > Select and train front desk crew to uphold brand image
- > Standardised operation procedures are enforced and maintained to ensure cost effectiveness without compromising on quality and standard
- > Effective channel between guests and management to ensure services provided are exemplary (monitoring and executing reactive measures timely)

## >>>>>> MAINTENANCE

- > Regular maintenance checks and rectification works to ensure smooth operations
- > Employment of skilled technicians to increase cost effectiveness in maintenance and troubleshooting
- > Regular training prevent proper maintenance procedures and preventive measures
- > Focus on promoting sustainable energy sources and energy-efficient habits



# QUALITY CO & DEVELOP





# CONTROL MENT

## »»»»»» QUALITY ASSURANCE PROGRAM

- > Periodic assessment of management performance to improve efficiency, productivity and guest experience
- > Determine training and development needs of staff members (including housekeeping team) to uphold service standards
- > Routine site inspections and property assessment to ensure compliance and quality of project sites
- ..... > Initiate proactive and corrective measures to ensure quality





# HUMAN RESOURCE





»»»»»» **RECRUITMENT AND PAYROLL**

We handle the sourcing and placement of talents and their compensation and benefits packages.

»»»»»» **TRAINING AND DEVELOPMENT FOR STAFF**

Performance management and assessment of staff's skillset to advise and arrange for the right training or development courses.

»»»»»» **ANALYSIS OF ATTRITION RATES**

Continual monitoring and assessment of employees' performances by analysing turnover rate, policies, and incentive schemes to retain talent.

THE UNCHARTED CO.

# CHEK JAWA WETLANDS GUIDED TOUR @ PULAU UBIN

Immerse yourself in nature by joining us in Chek Jawa for a guided tour! Pulau Ubin is home to the last of Singapore's mangroves, known as kampongs, and the Chek Jawa Wetlands is home to six distinct ecosystems. Observe the native wildlife in their natural habitats in this two-hour tour!

DATE: 4 July 2018  
 TIME: 8am to 10am (meat at 7am)  
 MEETING PLACE: Changi Point Ferry Terminal  
 PRICE: Free (excludes ferry ticket fees of \$3 per trip)  
 ITEMS TO BRING: Water bottles, sun protection, insect repellent

Lunchboxes will not be entertained, so this is a guided tour. Feel free to explore the island afterwards! Last ferry leaves Pulau Ubin at 9pm.



Scan QR Code to Sign Up

THE UNCHARTED CO.

# MARINA BARRAGE Guided Tour

The Marina Barrage is an engineering marvel, a fulfilment of our late Prime Minister's vision nearly 50 years ago. Today, it stands as a water catchment dam and a recreational hub for visitors to fly kites, have picnics, and relax. Join us to learn more about the Barrage, get to fly a kite, and enjoy the golden city skyline in the sun!

DATE: 18 June 2018  
 TIME: 8pm to 9pm (meat at 7.30pm)  
 MEETING PLACE: Marina Barrage Visitor Centre  
 PRICE: Free (includes kite and refreshments)



Scan to Sign Up

## Summer Vacation Gift Workshop

you can create your own luggage tag!

19th May 2018  
 1-3pm  
 68B Race Course Road  
 (Maketh Project Studio)

**ONLY \$20/PAX**  
 USUAL PRICE \$45/PAX

THE UNCHARTED CO.

Sign Up Now!



<https://www.explore.sg/activities/summer-vacation-gift-workshop>


THE UNCHARTED CO.

## Walking Amongst the KAMPONG


JOIN US ON A GUIDED ENVIRONMENTAL JOURNEY AT ISLAND LINK, EXPLORE THE RESTORED KAMPONG HOUSES AND DISCOVER VARIOUS LANDMARKS SUCH AS THE OLD BAN RANG SCHOOL, SENEHY TUBELAND, TEMPLES AND MANY MORE! THE ISLAND LINK TRAIL TAKES YOU THROUGH THE MOST BEAUTIFUL PARTS OF THE ISLAND.


DATE: 21ST APRIL 2018  
 TIME: 8:55AM  
 MEETING POINT: CHANGI POINT FERRY TERMINAL ENTRANCE  
 PRICE: FULLY SUBSIDISED  
 GROUP SIZE: 15-20 PEOPLE  
 HOW TO REGISTER AT <https://www.explore.sg/activities/walking-amongst-the-kampung>

FREE BOAT RIDE & TOUR!  
 FREE BOAT RIDE & TOUR!  
 FREE BOAT RIDE & TOUR!  
 FREE BOAT RIDE & TOUR!



THE UNCHARTED CO.

A COLLABORATION WITH  explore



**RAIN OR SHINE**  
 (PURCHASER WILL BE PROVIDED)

# Photowalk

WITH ONG YING SIN (@Inayseed)

EXPLORE SINGAPORE FROM NEW ANGLES AND TAKE INSTA-WORTHY PHOTOS WITH YOUR PHONES OR CAMERAS.

WHEN: 24<sup>TH</sup> MARCH 2018 - 4PM

WHERE: SPOONMAN ISLAND PROJECT SHOWROOM  
 HOW: REGISTER YOUR INTEREST AT [WWW.SPOONMAN18.COM](http://WWW.SPOONMAN18.COM)

THE UNCHARTED CO.

A COLLABORATION WITH  explore

# FIREWORKS PHOTOGRAPHY SESSION

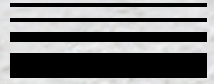
Seize a unique opportunity to celebrate Singapore's 53rd birthday by capturing the fireworks in Marina Bay with Ong Ying Sin (@Inayseed)

DATE: 21st July 2018  
 TIME: 5-9pm (includes set-up and dinner)  
 Venue: Marina Park (meeting point)  
 Equipment needed: DSLR, tripod, DSLR remote controller  
 Fee: \$10 SGD (includes simple dinner and water)



Scan QR Code to Sign Up



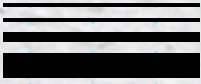


# EVENTS & EXPERIENCE

## >>>>>> EVENT MANAGEMENT

We pride ourselves for not just being a service provider; we go an extra mile to organise unique guest experiences over their stay by engaging them in exciting, enriching, and exclusive events and activities that are truly authentic to local cultures.

Some of these activities we organised in the past include escape room adventure, pulau ubin kampong tour, chek jawa wetlands guided tour, tiger beer brewery tour and national day photowalk.



# INTEGRATED TECHNOLOGY

We provide a modular suite of technology solutions comes in services and applications that are seamlessly integrated, easy to implement, taking care of both front and back end operations. They also can be adopted as standalone solutions. These solutions are targeted to help the under-served fragmented segment within the hospitality market to increase efficiency and productivity.

Our holistic end-to-end solution is backed by our Property Management System ("PMS") that seamlessly integrates both front end and back end operations. Front end solutions such as self-service kiosks and mobile app are connected to our smart access system to ensure smooth guest experience. Back end solutions such as revenue management and housekeeping modules are also targeted to improve performance and cost savings.

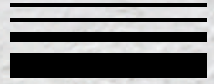
By adopting our products and services, not only will you experience significant improvement in cost and productivity, digitization will help to reduce unnecessary contact and exposure for all parties.











# INTEGRATED TECHNOLOGY

## »»»»»» PROPERTY MANAGEMENT SYSTEM

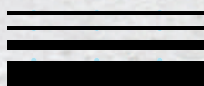
Ultron PMS is a powerful and user-friendly cloud-based platform that is designed to meet the operation needs of our target market. It is fully-integrated with leading Channel Managers that in turn, connect to popular Online Travel Agents. It is robust and comes with comprehensive reporting features.

- > Cloud-based platform
- > User friendly
- > Robust and comprehensive reporting features
- > Fully integrated with leading Channel Manager and OTAs
- > Strong backend support
- > Designed for all property types

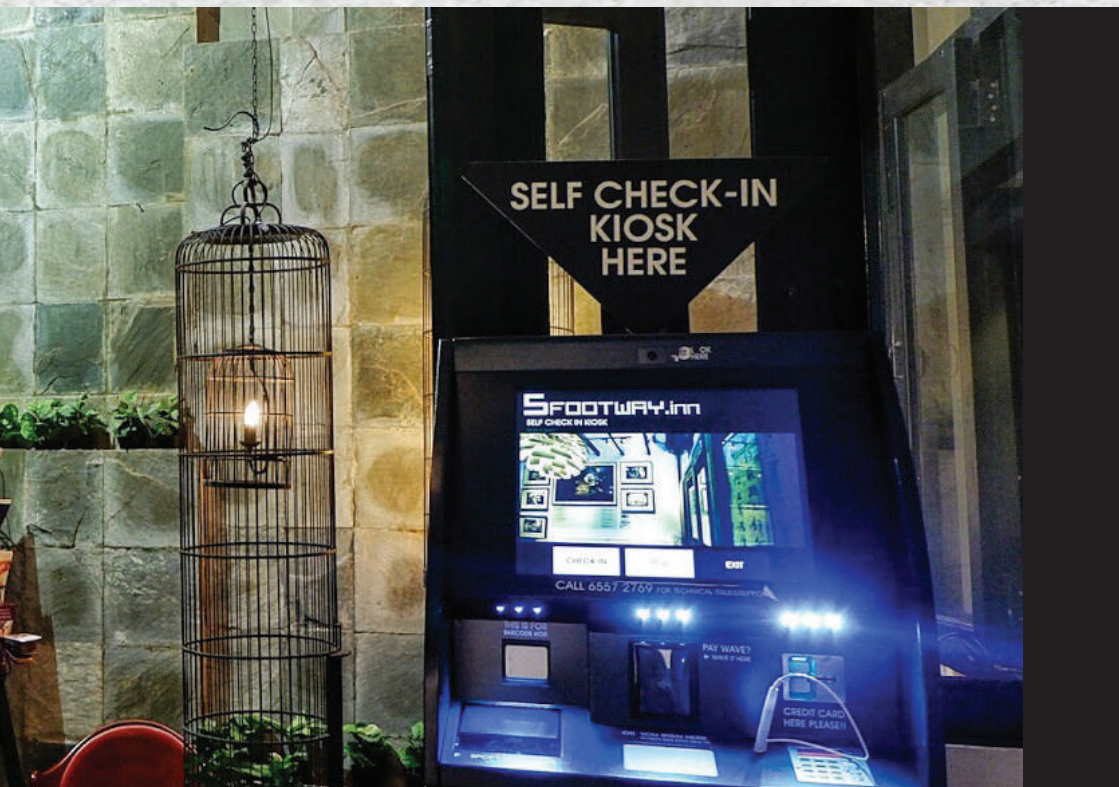
Refer to Appendix 1 for full capabilities for PMS.



# INTEGRATED TECHNOLOGY







## >>>>>>> AUTOMATED FRONT DESK CONCIERGE

A compact and fully-integrated automatic check-in kiosk where guests can perform self-check-in and out. Our kiosk is capable to handle travel document verification (through facial recognition), payment (deposit and refund). Very importantly the kiosk can take temperature before key card is dispensed to guests.

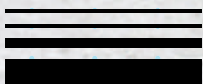
Our AFDCs is designed to run almost 24/7. It is also capable to dispense keycard remotely by Front Desk when necessary. Guest data are automatically stored in encrypted databases, reducing time and effort on paperwork.

Integration with Automated Temperature Access System, check-in and out with temperature screening control ensure guests of effective safety measure. Resources can be redeployed to improve housekeeping and cleanliness, adding value to guest comfort and confidence.

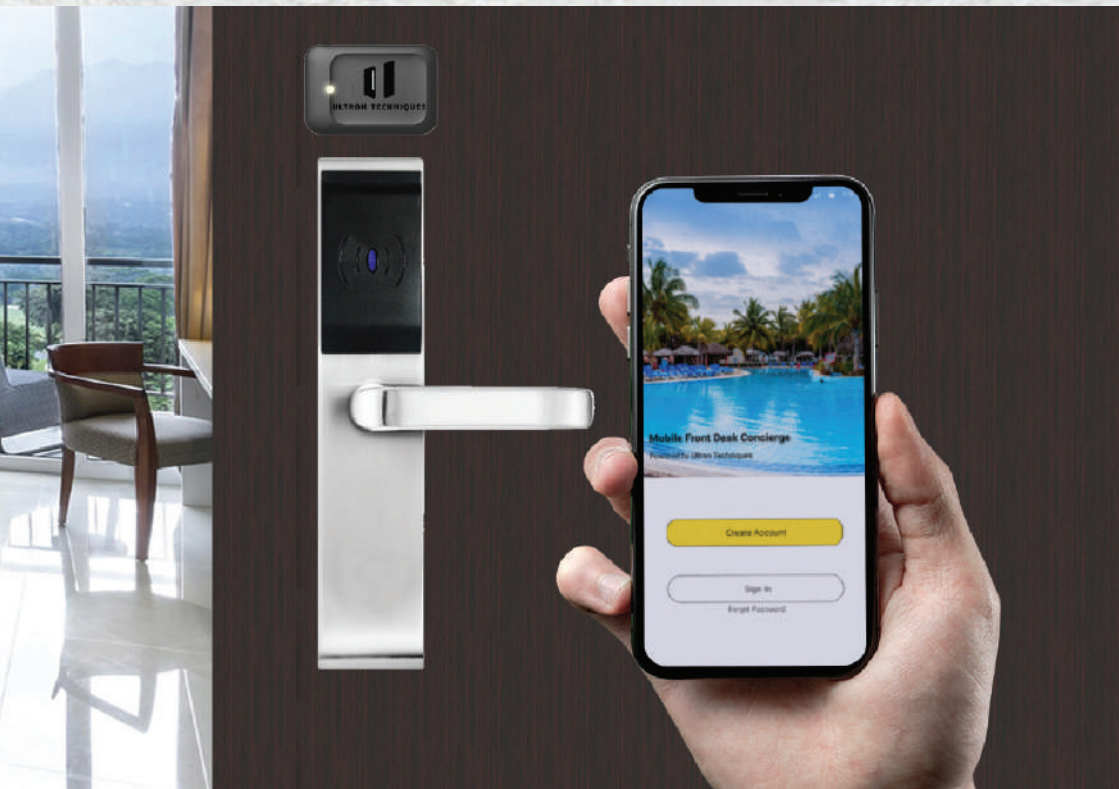
\* Refer to Appendix 2 for the full capabilities for AFDC.



# INTEGRATED TECHNOLOGY







## >>>>>>> MOBILE FRONT DESK CONCIERGE

A compact and fully-integrated automatic mobile application where guests can perform the entire self-check-in and out process using their own mobile phones. Our MFDC handles travel document verification (through facial recognition), payment (deposit) and room access via mobile phone amongst other features.

Our MFDC allows guests to perform pre-check-in, check-in and check-out. Guest data are automatically stored in encrypted databases, reducing time spent on paperwork management.

Integration with Automated Temperature Access System, check-in and out with temperature screening control ensure guests of effective safety measure. Resources can be redeployed to improve housekeeping and cleanliness, adding value to guest comfort and confidence.

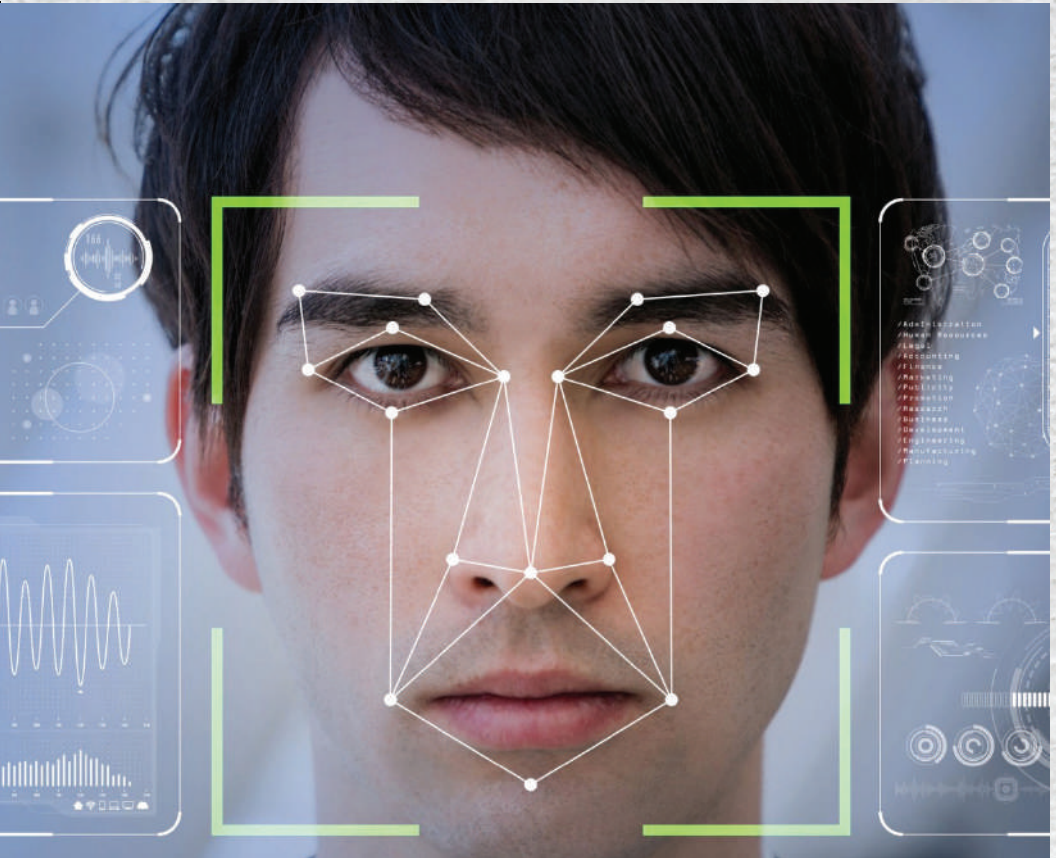
\* Refer to Appendix 3 for the full capabilities for MFDC..



# INTEGRATED TECHNOLOGY





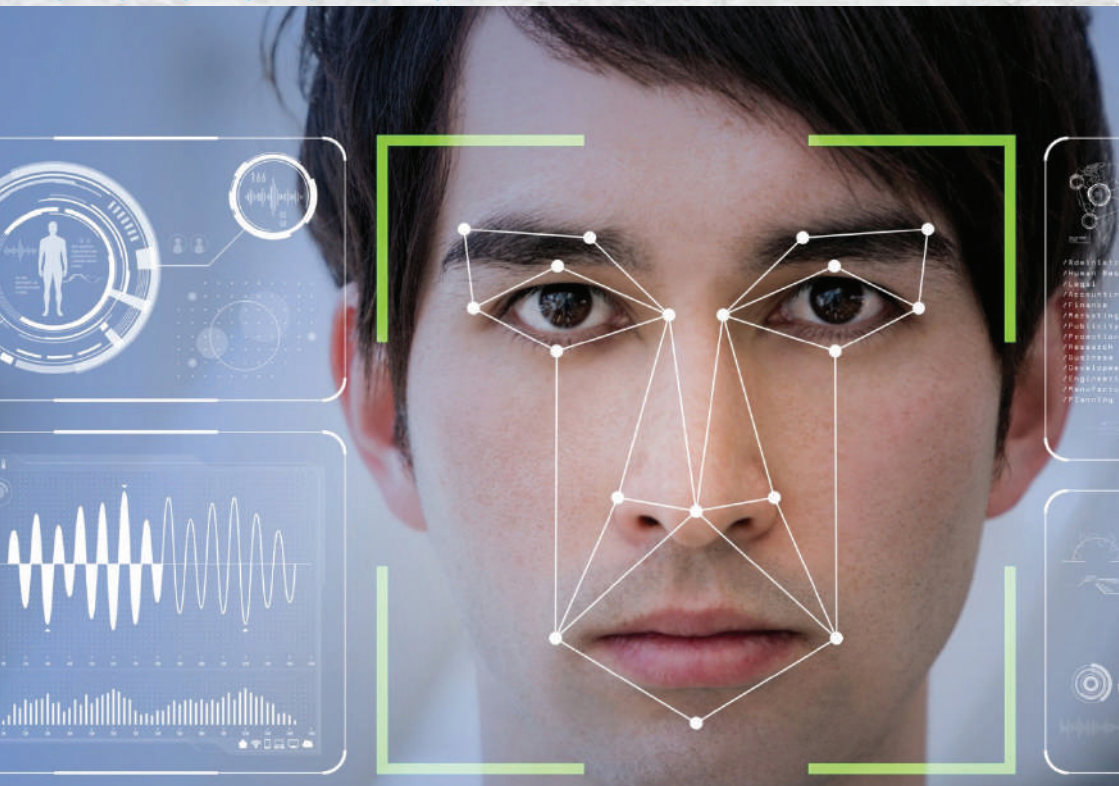


## >>>>>> SMART ACCESS SYSTEM

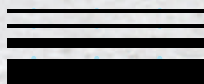
An integrated system that consist of reader and relay to provide seamless access from check-in to rooms.

Our SaS is a fuss-free and low-cost solution that is capable to ride on and take over the mechanism of various digital or electronic locks offered in the market. It also enables Front Desk to control room access remotely when necessary.

Integration with Automated Temperature Access System, check-in and out with temperature screening control ensure guests of effective safety measure. Resources can be redeployed to improve housekeeping and cleanliness, adding value to guest comfort and confidence.



# INTEGRATED TECHNOLOGY





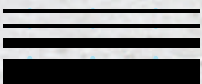


## >>>>>>> AUTOMATED TEMPERATURE ACCESS SYSTEM

- An integrated system that consist of a reader with temperature screening component. It is capable to ride on the mechanism of various EM locks to control access based on temperature.
- Smooth check-in and out with temperature screening control to ensure the safety of visitors .



# INTEGRATED TECHNOLOGY





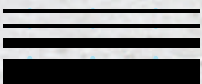


## >>>>>>> HOUSEKEEPING iQC

- A mobile application that transforms images into information through the use of artificial intelligence. This App enables housekeepers to perform self-assessment and make instant corrections amongst other features.
- The App is capable to display daily cleaning schedule assigned to each housekeeper. It can also indicate the cleaning status of each room and the location of the housekeeper. In addition, the App is equipped with counting capability that can be applied to minibar items and supplies.



# INTEGRATED TECHNOLOGY



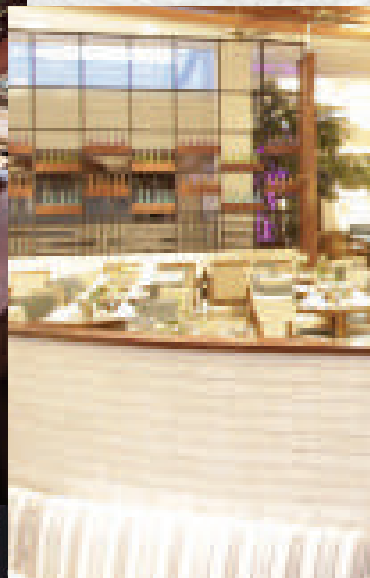




## >>>>>>> HOUSEKEEPING | SCHEDULER

An intelligent and comprehensive cloud-based planner that helps to set up and prioritize daily cleaning schedule for housekeepers.

It is also capable, amongst other features, to perform forecast of manpower requirement from preset conditions.





# PROPERTY TYPES



## >>>>>> HOTELS

Our extensive portfolio includes boutique hotels that are dynamic, trendy, and most importantly, cost-efficient. R Hotel Rancamaya is one of the icons in Rancamaya Estate. It is a four-star contemporary luxury hotel located within the Rancamaya Golf & Country Club Resort. It has received numerous regional and international accolades over the years. The numerous awards received shows the community's appreciation of R Hotel's presence and services, which is backed by the hotel's high occupancy rate and a choice location for Meeting, Incentive, Conference, and Exhibition (MICE) events. It is one of the country's most prestigious golf and country club today.



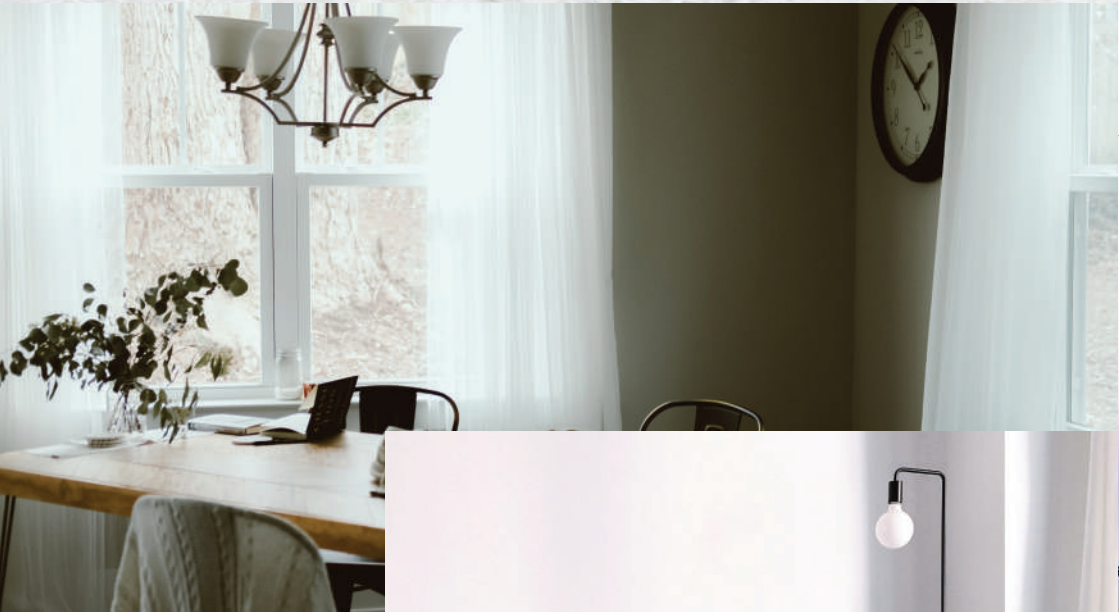
# PROPERTY TYPES





## >>>>>>> HOSTELS

Our extensive portfolio consists of boutique hostels that are dynamic, trendy, and most importantly, cost-efficient. Conceptualising and space planning allocation is an essential part of our role to ensure property value is optimised and meets the needs of travellers.



# PROPERTY TYPES





## >>>>>>> SERVICE APARTMENTS

It is our passion to create a home away from home for long-staying guests. Our cosy, comfortable, and secure apartments are fully-furnished and we actively promote communal living with interesting activities and events that enliven their stay.



#### >>>>>> CO-LIVING

Co-living spaces are created for people looking for a homely environment that provides networking opportunities and fun. People who choose co-living include professionals, makers, entrepreneurs, artists, and creatives. We specialise in aggregating guests around a common interest to collaboratively manage a space, share resources, and coordinate activities to enrich their stay experience.

# PROPERTY TYPES





# PROPERTY TYPES



## >>>>>> GOLF & RESORT

Our portfolio also includes management for golf courses, resort, water parks, themed restaurants, go-cart circuits and more. Most of our these facilities are in Indonesia, and they are headlined by our multi-award winning Rancamaya Golf and Country Club Resort, which features a 18-hole golf course designed by the renowned golf course architect – Ted Robinson. We set to bring together contemporary luxury and serenity in a stunning setting that serves a mark of distinction from other resorts.







"Indonesia's Best Golf Hotel"  
by World Golf Awards 2017



"2017 Certificate of Excellence"  
by Tripadvisor



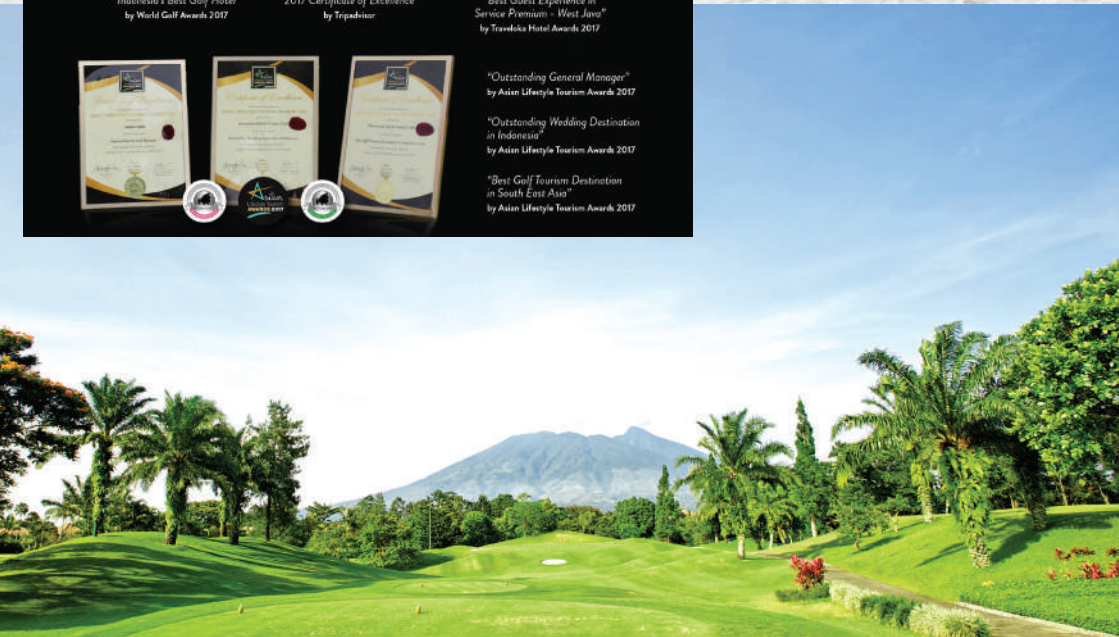
"Best Guest Experience in  
Service Premium - West Java"  
by Traveloka Hotel Awards 2017



"Outstanding General Manager"  
by Asian Lifestyle Tourism Awards 2017

"Outstanding Wedding Destination  
in Indonesia"  
by Asian Lifestyle Tourism Awards 2017

"Best Golf Tourism Destination  
in South East Asia"  
by Asian Lifestyle Tourism Awards 2017





# OUR TEAM







Our headquarters is based in Singapore where we have centralised control over various activities such as Finance and Accounts, Revenue and Distribution, Customer Service and Reservation, Marketing, Human Resource, Operations, Quality and Control, and Project Management.

**E: TGH@TOPGLOBAL.COM.SG**

**T: 6746 4333**

**HEADQUARTERS:**

**302 ORCHARD ROAD, #18-02, TONG  
BUILDING**

**SINGAPORE 238862**



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GLOBAL HOSPITALITY AND TOP GLOBAL LIMITED.**

# Appendix 1

## PMS CAPABILITIES

No.	Description	V1	V2
<b>1.</b>	<b>Reservation</b>		
1.1.	<b>Pre-Check In</b>		
1.1.1.	Confirmed Booking	✓	✓
1.1.2.	Group Booking	✓	✓
1.1.3.	Unconfirmed Booking - Set a Holding Duration (Hours/Days)		✓
1.1.4.	Cancellation of Room Booking	✓	✓
1.1.5.	No Show	✓	✓
1.1.6.	Auto Room Allocation	✓	✓
1.1.7.	Search Booking	✓	✓
1.1.8.	Audit Trail	✓	✓
<b>2.</b>	<b>Front Desk</b>		
2.1.	<b>Check-In</b>		
2.1.1.	Early Check-In	✓	✓
2.1.2.	Security Deposit	✓	✓
2.1.3.	Add Charge to Room Booking	✓	✓
2.1.4.	Cancel Charge for Room Booking	✓	✓
2.1.5.	Group Check-in	✓	✓
2.2.	<b>Stayover</b>		
2.2.1.	Customer Special Request	✓	✓
2.2.2.	Extension of Room Booking	✓	✓
2.2.3.	Change of Room Booking	✓	✓
2.3.	<b>Check-Out</b>		
2.3.1.	Early Check-Out	✓	✓
2.4.	<b>Shift</b>		
2.4.1.	Multiple Shift		✓
2.5.	<b>Cashier</b>		
2.5.1.	Folio		✓



# Appendix 1 (Continued)

No.	Description	V1	V2
<b>3.</b>	<b>Revenue Management</b>		
3.1.	<b>Room Type Rates &amp; Availability</b>		
3.1.1.	Room Available	✓	✓
3.1.2.	Room Rate	✓	✓
3.2.	<b>Flexi Inventory</b>	✓	✓
<b>4.</b>	<b>Housekeeping</b>		
4.1.	<b>Roster</b>		✓
4.2.	<b>Auto Room Assignment</b>		✓
4.3.	<b>Housekeeper Cleaning Location</b>		✓
4.4.	<b>Mobile Application for Housekeeper to Update Status</b>		✓
4.5.	<b>Mobile Application for Supervisor to Update Status</b>		✓
<b>5.</b>	<b>Alerts</b>		
5.1.	<b>Confirmed Booking</b>	✓	✓
5.2.	<b>Cancellation of Room Booking</b>	✓	✓
5.3.	<b>Change of Room Booking</b>		✓
<b>6.</b>	<b>Reports</b>		
6.1.	<b>Revenue Reports</b>		
6.1.1.	Overall Performance by Year and Month	✓	✓
6.1.2.	Overall Performance by Room Type	✓	✓
6.1.3.	Forward Booking Pace by Year and Month	✓	✓
6.1.4.	Forward Booking Pace by Room Type	✓	✓
6.1.5.	Current Year Comparative of Results at Various Point In Time		✓
6.2.	<b>Operations Reports</b>		
6.2.1.	Property Transfer	✓	✓
6.2.2.	Room Transfer	✓	✓
6.2.3.	Booking Matching	✓	✓
6.2.4.	Shift Kiosk Report	✓	✓
6.2.5.	Shift Details	✓	✓
6.2.6.	Invoice	✓	✓
6.2.7.	Outstanding Collection	✓	✓

# Appendix 1 (Continued)

No.	Description	V1	V2
<b>6.</b>	<b>Reports</b>		
<b>6.3.</b>	<b>Marketing &amp; Promotion Reports</b>		
6.3.1.	Revenue - OTA vs Non OTA by Year and Month	✓	✓
6.3.2.	Revenue - OTA Channel Comparison by Year and Month	✓	✓
6.3.3.	Revenue - Specific OTA with Promotion Program and with Comparative of Results in Promotion		✓
6.3.4.	Country Profile	✓	✓
6.3.5.	OTA Segmentation By Country	✓	✓
6.3.6.	Age Profile	✓	✓
<b>6.4.</b>	<b>Financial Reports</b>		
6.4.1.	Tax reports		✓
6.4.2.	Commission reports		✓
6.4.3.	Credit Limit Report		✓
6.4.4.	Cashier Report		✓
<b>6.5.</b>	<b>Production Reports</b>		
6.5.1.	Miscellaneous Revenue	✓	✓
6.5.2.	Miscellaneous Revenue by Booking	✓	✓
6.5.3.	Total Revenue by Payment Mode	✓	✓
6.5.4.	Total Revenue by Booking	✓	✓
6.5.5.	Cancellation and No-Show Report	✓	✓
6.5.6.	Daily RevPAR	✓	✓
6.5.7.	MTD RevPAR	✓	✓
6.5.8.	MTD RevPAR By Room Type	✓	✓
6.5.9.	RevPAR Comparison	✓	✓
6.5.10.	Occupancy by Booking Source	✓	✓
6.5.11.	Daily Occupancy by Room Type	✓	✓
<b>6.6.</b>	<b>Other Reports</b>		
6.6.1.	Booking Details	✓	✓
6.6.2.	Guest Details	✓	✓
6.6.3.	Average and Mode of Lead Time and Price	✓	✓



# Appendix 2

## AFDC CAPABILITIES

No.	Description	V1	V2	V3	V4
<b>1.</b>	<b>Check-In</b>				
1.1.	<b>Search by Reservation Number</b>				
1.1.1.	Query by Booking Number	✓	✓	✓	✓
1.1.2.	Query by Confirmation Number	✓	✓	✓	✓
1.2.	<b>Search by Guest Name based on Booking Detail</b>				
1.2.1.	Query by Full Guest Name based on Booking Detail	✓	✓	✓	✓
1.3.	<b>Display Terms and Conditions and Other Agreements/Forms for Guest to Commit</b>	✓	✓	✓	✓
1.4.	<b>Scan ICAO Passport</b>				
1.4.1.	Capture Passport No, Name, Photo, Date of Birth, Gender, Country, Expiry Date	✓	✓	✓	✓
1.4.2.	Capture Immigration Stamp	✓	✓	✓	✓
1.4.3.	Save Image of Scanned Passport on Local Hard Drive	✓	✓	✓	✓
1.5.	<b>Scan Singapore/Indonesia Identity Card</b>				
1.5.1.	Capture ID No, Name, Photo, Date of Birth, Gender, Date of Issue	✓	✓	✓	✓
1.5.2.	Save Image of Scanned ID on Local Hard Drive	✓	✓	✓	✓
1.6.	<b>Blacklist Query by Passport or Identity No.</b>				
1.6.1.	Block Check-In for Guest's under the Blacklist Database to Redirect to Front Desk				✓
1.7.	<b>Capture Guest's Photo and Compare with Passport Image</b>	✓	✓	✓	✓
1.8.	<b>Enter Particulars - Email, Contact No.</b>	✓	✓	✓	✓
1.9.	<b>Add Guests</b>	✓	✓	✓	✓
1.9.	<b>Cash Payment at Check-In (Notes)</b>				
1.9.1.	Notes	✓	✓	✓	✓
1.10.	<b>Payment at Check-In</b>				
1.10.1.	Credit Card	✓	✓	✓	✓
1.10.2.	Other Payment System (Gojek, GrabPay etc)				✓
1.11.	<b>Payment Receipt Provided</b>				
1.11.1.	via Email	✓	✓	✓	✓

# Appendix 2 (Continued)

No.	Description	V1	V2	V3	V4
1.12.	<b>Cash Security Deposit at Check-In</b>				
1.12.1.	Accepts SGD and IDR	✓	✓	✓	✓
1.13.	<b>Credit Card Security Deposit at Check-In</b>	✓	✓	✓	✓
1.14.	<b>Issue Key Card</b>	✓	✓	✓	✓
1.15.	<b>Temperature Taking</b>			✓	✓
1.16.	<b>Accept Signature of Guest</b>	✓	✓	✓	✓
1.17.	<b>Booking Information and Room Number Display</b>	✓	✓	✓	✓
1.18.	<b>Thank-You Screen Display</b>	✓	✓	✓	✓
<b>2.</b>	<b>Check-Out</b>				
2.1.	<b>Receive Key Card</b>		✓	✓	✓
2.2.	<b>Check for Outstanding Balance</b>				
2.2.1.	To Display All Consumed/Add-On Items (In-Room Entertainment etc)		✓	✓	✓
2.3.	<b>Refund Deposit with Receipt by Email</b>				
2.3.1.	Paid Deposit by Cash and offset Balance Payment		✓	✓	✓
2.3.2.	Paid Deposit by Credit Card and offset Balance Payment		✓	✓	✓
<b>3.</b>	<b>Walk-In (Instant Booking through Kiosk)</b>				
3.1.	<b>Enter Date of Stay, Check and Display Room Availability and Rates</b>				✓
3.2.	<b>Credit Card Payment</b>				✓
3.3.	<b>Cash Payment Available with a Rounded Up Rate Value</b>				✓



# Appendix 2 (Continued)

No.	Description	V1	V2	V3	V4
<b>4.</b>	<b>Group Check-In</b>				
4.1.	<b>Multiple Rooms Check-In: At Different Timings</b>				
4.1.1	Issuing of Multiple Key Cards	✓	✓	✓	✓
<b>5.</b>	<b>Key Card Functions</b>				
5.1.	<b>Option to Issue Additional Card</b>		✓	✓	✓
5.2.	<b>Check Room Number - Validate by Birth Date, Check In and Check Out Date</b>				✓
5.3.	<b>Re-issue Key Card for Lost/Misplaced Key Card Scenarios</b>		✓	✓	✓
<b>6.</b>	<b>Others</b>				
6.1.	<b>Language Package – English or Chinese or Malay</b>	✓	✓	✓	✓
6.2.	<b>Design &amp; Colour</b>				✓
6.3.	<b>Early Check-In (Link to Housekeeping Module)</b>				✓

# Appendix 3

## MFDC CAPABILITIES

No.	Description	V1	V2
<b>1.</b>	<b>Guest Record Creation</b>		
1.1.	<b>Allow New Guest to Create Account</b>	✓	✓
1.2.	<b>Manage Guest Record</b>		
1.2.1.	Change Email	✓	✓
1.2.2.	Change Password	✓	✓
1.2.3.	Add, Delete and Edit User in Account	✓	✓
1.3.	<b>Account is Password Protected</b>	✓	✓
<b>2.</b>	<b>Check-In</b>		
2.1.	<b>Hotel Location</b>		
2.1.1.	Scan QR to identify Hotel Location	✓	✓
2.2.	<b>Search by Reservation Number</b>		
2.2.1.	Query by Booking Number	✓	✓
2.2.2.	Query by Confirmation Number	✓	✓
2.3.	<b>Search by Guest Name based on Booking Detail</b>		
2.3.1.	Query by Full Guest Name based on Booking Detail	✓	✓
2.4.	<b>Display Terms and Conditions and Other Agreements/Forms for Guest to Commit</b>	✓	✓
2.5.	<b>Scan ICAO Passport</b>		
2.5.1.	Capture Passport No, Name, Photo, Date of Birth, Gender, Country, Expiry Date	✓	✓
2.5.2.	Capture Immigration Stamp	✓	✓
2.6.	<b>Scan Singapore/Indonesia Identity Card</b>		
2.6.1.	Capture ID No, Name, Photo, Date of Birth, Gender, Date of Issue	✓	✓
2.7.	<b>Blacklist Query by Passport or Identity No.</b>		
2.7.1.	Block Check-In for Guest's under the Blacklist Database to Redirect to Front Desk		✓
2.8.	<b>Capture Guest's Photo and Compare with Passport Image</b>	✓	✓
2.9.	<b>Enter Particulars – Email</b>	✓	✓
2.10.	<b>Add Guests</b>	✓	✓
2.11.	<b>Payment at check-in</b>		
2.11.1.	Credit Card	✓	✓
2.11.2.	Other Payment System (Gojek, GrabPay etc)		✓



# Appendix 3 (Continued)

No.	Description	V1	V2
2.12.	<b>Prepayment Receipt Provided</b>		
2.12.1	via Email	✓	✓
2.13.	<b>Credit Card Security Deposit at Check-In</b>	✓	✓
2.14.	<b>Issue Key Card</b>		
2.14.1	QR code to kiosk	✓	✓
2.15.	<b>Issue Mobile Key Card via Bluetooth</b>		✓
2.16.	<b>Booking Information and Room Number Display</b>	✓	✓
2.17.	<b>Thank-You Screen Display</b>	✓	✓
<b>3.</b>	<b>View Bill /Check-out</b>		
3.1.	<b>Notification to Return Key Card</b>	✓	✓
3.2.	<b>Check for Outstanding Balance</b>		
3.2.1.	To Display All Consumed/Add-On Items (In-Room Entertainment etc)	✓	✓
3.3.	<b>Refund Deposit with Receipt by Email</b>		
3.3.1.	Paid Deposit by Credit Card and offset Balance Payment	✓	✓
3.4	<b>Rating of Stay with Hotel by Guest</b>	✓	✓
<b>4.</b>	<b>Walk-In (Instant Booking through Mobile)</b>		
4.1.	<b>Scan QR Code to Identify Hotel</b>	✓	✓
4.2.	<b>Enter Date of Stay, Check and Display Room Availability and Rates</b>	✓	✓
4.3.	<b>Credit Card Payment</b>	✓	✓
<b>5.</b>	<b>Group Check-In</b>		
5.1.	<b>Multiple Rooms Check-In: At Different Timings</b>		
5.1.1	Issuing of Multiple Key Cards	✓	✓
<b>6.</b>	<b>Guest Service Requests</b>		
6.1.	<b>Morning Call</b>	✓	✓
6.2.	<b>In-Room Amenities</b>	✓	✓
<b>7.</b>	<b>Messaging</b>		
<b>8.</b>	<b>Others</b>		
8.1.	<b>Language Package - English or Chinese or Malay</b>		✓
8.2.	<b>Early Check-In (Link to Housekeeping Module)</b>	✓	✓





