



QUALITY ASSURANCE - COST ENGINEERING Profit Protection Plan - Rooms

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COST ENGINEERING ROOMS

PRIORITY	ACTION	COMMENTS	SAVING US\$	ACTION BY	TARGET DATE	STATUS
A	Guest supplies in the rooms to be monitored carefully not to take away used amenities, replenish only when needed.	This is being followed. However, the in-room standard is not being touched.		HK		
A	Guest transportation frequencies to be reduced.	Transportation is being provided only upon request.		GM/EAM ALL HODs		
A	Keep rooms occupied in clusters.	This is being followed.		GM/EAM/ FOM/HK		
A	Enhance e-mail use to confirm reservations.	This is being implemented, where possible.		GM/EAM/ FOM		
A	Review satellite links agreement.	Due to saving measures, no satellite agreement has been signed for NCH.		GM/EAM/ FC/ENG		
A	Reduce distribution of newspaper	Consider 'Good Morning News' - one Day headliners in various languages				
A	Strictly control telephone use.	All departments to explain each phone call, Monitor regional/IDD calls.		GM/FC/FOM		