

NEWSLETTER

JUNE | JULY | AUGUST 2026 | Vol.03

Experience Malaysia,
the MAH Way!



Every Journey Begins with a Great Stay!

As we celebrate Visit Malaysia 2026–2027, MAH and its member hotels across the country are ready to welcome you with warm Malaysian hospitality and professional service.

Take your time to explore Malaysia at your own pace, discover vibrant cities, hidden gems and beautiful destinations, while enjoying our rich culture, diverse flavours and unique local experiences.

Whether you are here for business, leisure or simply to discover something new, let MAH be part of your Malaysian journey. Stay, explore and experience more of Malaysia with MAH.



MAH Marks 25 Years of Charity, Music and Giving

MAH supported the 25th Charity Jam Session 2026 as a Supporting Partner, marking 25 years of music, community and giving. The milestone edition raised RM255,819 for UMMC's Paediatric Intensive Care Unit and Food Aid Foundation, contributing to more than RM4 million raised for 26 beneficiaries over the years.



MAH L&D Launches Hotels & Resorts Sustainability Roadmap

MAH Learning & Development (MAH L&D) launched the Hotels & Resorts Sustainability Roadmap on 28 July 2026, providing hotels with a clear pathway from national sustainability standards towards strengthening ESG practices and progressing towards GSTC certification, supported by professional guidance to assess readiness, identify gaps and advance their sustainability journey.

Gold Partner

Silver Partner

Bronze Partner

Supporting Partner



LG Electronics INTRIX

SHARP Feruni exely



Advocacy & Representation

Industry Engagement on Employment Insurance Reforms

Connecting Policy Updates with Industry Needs | 4 June 2026

The Ministry of Human Resources' Engagement Session on the proposed amendments to the Employment Insurance System Act 2017 provided an opportunity to gain insights into the proposed changes and their implications for employers and the workforce. Representing the hotel industry, MAH participated in the session to stay informed on key developments in employment legislation and worker welfare, while keeping members updated on matters affecting the industry.



MySTRA Courtesy Visit to MyBHA & MAH

Strengthening Dialogue on Short-Term Rental Regulation | 11 June 2026

The Malaysian Short-Term Rental Association (MySTRA), led by President Jayden Lee, paid a courtesy visit to MAH President Datin Christina Toh and MyBHA President Dr Sri Ganesh Michiel. The meeting focused on the importance of establishing a clear, fair and comprehensive regulatory framework for Short-Term Rental Accommodation (STRA) in Malaysia. The three associations shared the view that effective regulation is essential to safeguard consumers, promote fair competition, uphold safety standards and support the sustainable growth of the accommodation industry.



Industry and Academia Connect at IMEC 3.0

Building Connections Through Knowledge and Partnership | 15 June 2026

The Industry Monitoring, Engagement & Collaboration (IMEC) 3.0 Hi-Tea Programme, hosted by the Faculty of Hospitality, Tourism and Wellness (FHPK), Universiti Malaysia Kelantan (UMK), provided a valuable platform for industry and academia to connect, exchange insights and explore opportunities for stronger collaboration. The engagement also highlighted the importance of knowledge sharing, strategic partnerships and the exchange of industry experiences, with MAH participating as part of its continued engagement with the hospitality and education sectors.



Hospitality Industry at Labour Convention 2026

Balancing Employee Welfare and Employer Interests | 18 June 2026

Konvensyen Perburuhan 2026 provided a platform for industry stakeholders to share feedback and insights on proposed policy enhancements and developments in labour legislation, with MAH invited by the Ministry of Human Resources (MOHR) to represent the hospitality industry. Themed “Pemeriksaan Undang-Undang Perburuhan: Mengimbangi Kebajikan Pekerja & Kepentingan Majikan,” the convention was organised in collaboration with the Jabatan Tenaga Kerja Semenanjung Malaysia (JTKSM), Jabatan Perhubungan Perusahaan Malaysia (JPPM), Jabatan Hal Ehwal Kesatuan Sekerja (JHEKS) and Mahkamah Perusahaan Malaysia (MPM).

Key discussions covered:

- Employment Act 1955 [Act 265]
- Employees’ Minimum Standards of Housing, Accommodations and Amenities Act 1990 [Act 446]
- Industrial Relations Act 1967 [Act 177]
- Trade Unions Act 1959 [Act 262]

The engagement provided an opportunity for MAH to contribute hospitality industry perspectives to discussions shaping Malaysia’s employment and labour landscape.



ASEAN Business Summit Forum 2026

Reinventing Hospitality for ASEAN's Future | 22 June 2026

The ASEAN Business Summit Forum 2026, organised by the ASEAN Retail Chains & Franchise Federation (ARFF), brought together industry leaders to explore the future of hospitality across the region. MAH President Datin Christina Toh joined Dr Sri Ganesh Michiel, President of MyBHA, and Oknha Luu Meng, CEO of Almond Hospitality, for the panel “Reinventing Hospitality in the ASEAN Business Landscape.”

The discussion explored how technology can enhance operational efficiency and create more personalised guest experiences while preserving the human touch at the heart of hospitality. Sustainability and future-ready talent were also highlighted as key priorities for strengthening ASEAN's hospitality industry. The engagement reflects MAH's continued commitment to regional collaboration as ASEAN grows as a dynamic tourism and hospitality hub.



Tourism Waste Industry Questionnaire

Shaping Practical Sustainability Solutions for Hotels | 22 June 2026

Industry insights from the hotel sector were shared during the Instrument Refinement Session for the Tourism Waste Industry Questionnaire, supporting the Forest Research Institute Malaysia (FRIM) and United Nations Development Programme (UNDP) in refining an assessment tailored to hotel operations. Part of the international “Sustainable Tourism Recovery” research project, the assessment aims to establish baseline information on solid waste management practices among hotels, while assessing industry awareness and readiness to adopt sustainability and circular economy practices.

MAH encourages members to participate in the survey, helping ensure future guidelines, policies and industry support are practical and responsive to the realities of hotel operations.

FRIM Tourism Industry Survey: <https://forms.gle/crY3nWmJEuznizCD9>



MAH Negeri Sembilan Partners MASOC Care

Building an Age Friendly Future for Long-Stay Tourism | 25 June 2026

MAH Negeri Sembilan Chapter signed a Memorandum of Understanding (MoU) with the Malaysian Association for Social Care Professionals and Homes (MASOC Care) to strengthen senior care initiatives and support Negeri Sembilan's development as an age-friendly long-stay tourism destination. The MoU was signed during the State Government's official industry briefing on **"Advancing Negeri Sembilan as an Age Friendly Long Stay (Rongsutei) Tourism Destination"**, officiated by YB Nicole Tan, with a focus on positioning Port Dickson as a destination for extended stays and long-term residency for seniors.

The collaboration will explore the integration of Japanese Kaigo senior care practices into the local hospitality ecosystem, alongside specialised training for MAH Negeri Sembilan member hotels and hospitality establishments. The partnership aims to strengthen hospitality capabilities and create a more welcoming environment for long-stay elderly international residents, supporting Negeri Sembilan's ambitions in age friendly tourism.



PERKESO Briefing on TURAP

Understanding the New Platform for Foreign Worker Recruitment
26 June 2026

Industry stakeholders received an exclusive briefing from the Social Security Organisation (PERKESO) at Menara PERKESO Putrajaya on the Universal Recruitment Advanced Platform (TURAP), a new digital system supporting the foreign worker recruitment process.

The session provided an overview of the platform, operational guidance and an opportunity to share feedback on the enhanced recruitment process. MAH participated to stay informed on workforce policies and digital developments that impact the hospitality industry and its members.



JPK Industry Lead Body Engagement Session

Strengthening Skills, Standards and Hospitality Talent | 13 July 2026

As the appointed Industry Lead Body (ILB) for the hospitality sector, MAH participated in the engagement session hosted by the Department of Skills Development (JPK) for ILB representatives nationwide. Held at Hotel Sama Sama, Sepang, the session brought together nearly 100 industry leaders for strategic dialogue under the JPK TVET [R]evolution Agenda 2026 to 2030.

JPK Director General Ir. Ts. Dr. Kamaruzaman bin Hj. Md. Ali highlighted the importance of turning labour market data and industry standards into practical action. Key directives included strengthening the adoption of the Malaysian Skills Certification System (SPKM/SKM) in recruitment, reinforcing National Occupational Skills Standards (NOSS) as industry standards, and improving starting salaries for skilled talent.

For the hospitality sector, the session reinforced the importance of recognising skilled talent, strengthening industry standards and creating clearer pathways for skills development and career progression.



JKDM Engagement on Tourism Tax Framework

Shaping a Clearer Tourism Tax Framework | 14 July 2026

MAH and Malaysian Association of Hotel Owners (MAHO) participated in an engagement session with the Royal Malaysian Customs Department (JKDM) in Putrajaya to provide industry feedback on the Tourism Tax framework, which has remained largely unchanged since its introduction in 2017. Discussions focused on clarifying key aspects of the legislation to better reflect today's hospitality landscape, including the definition of “rooms” and “nights”, hourly room rentals, long-term hotel stays, and the application of tourism tax to different categories of hotel guests.

The session also explored the treatment of foreign tourists sharing rooms with Malaysian citizens, foreign diplomats and foreign nationals working in Malaysia who use hotel accommodation. MAH's participation provided an opportunity to highlight practical operational considerations and support the development of a clear, transparent and equitable tourism tax framework that is aligned with the realities of the accommodation sector.



PERKESO Roundtable on Social Security Developments

Keeping Pace with Social Security Developments | 15 July 2026

The Social Security Organisation (PERKESO) hosted a roundtable session at its Ampang office to discuss key developments in Malaysia's social security landscape, with MAH participating to gain insights and share hospitality industry perspectives. Discussions covered the newly introduced PERKESO Lindung 24 Jam initiative under the Non-Employment Injury Scheme (SKBBK), as well as updates to the Employees' Social Security Act 1969 (Act 800). The engagement provided an opportunity to better understand these developments and support MAH members in staying informed on workforce welfare and statutory compliance.



Tourism Malaysia and Trip.com Discussion on Port Dickson

Strengthening Port Dickson's Tourism Appeal | 4 August 2026

A discussion session organised by the Tourism Malaysia Central Region Office with hotel operators in Negeri Sembilan and Trip.com explored opportunities to strengthen Port Dickson's position as a preferred tourism destination. The session provided a platform for hoteliers to share industry insights, feedback and ideas on how Port Dickson can be better promoted and positioned to attract more visitors. MAH participated in the engagement, supporting collaborative efforts to strengthen destination marketing and drive tourism growth in Negeri Sembilan.



MOTAC & SIC Engagement on F1 Hotel Packages

Turning Motorsports into Tourism Opportunities | 5 August 2026

A discussion with the Ministry of Tourism, Arts and Culture (MOTAC) and Sepang International Circuit (SIC) explored opportunities to develop hotel accommodation packages around major motorsport events and enhance Malaysia's appeal to racing fans. The discussion looked at combining hotel stays with the race experience to create added value for visitors while supporting hotel bookings and tourism activity.

Following the engagement, Tourism Malaysia invited hotels in Kuala Lumpur, Selangor, Putrajaya and Negeri Sembilan to participate in the October Adrenalin Rush 2026 Campaign, featuring exclusive hotel packages linked to major motorsport events, including the F1 Singapore Grand Prix and Malaysia MotoGP. The initiative highlights the potential of sports tourism to drive visitor arrivals and create wider opportunities for the hospitality industry, with MAH supporting greater collaboration between tourism and hospitality stakeholders.



MyMahir FSTC Council Meeting: Hotel & Tourism Sector

Shaping the Future of Hospitality Talent | 12 August 2026

The 2nd MyMahir Future Skills Talent Council (FSTC) Council Meeting for Cycle 2 for the Hotel and Tourism sector reviewed current industry trends, workforce developments and evolving skills needs, alongside updates and data insights from Talent Corporation Malaysia Berhad (TalentCorp).

Represented by CEO Mr Isaac Raj as a council member, MAH participated in discussions on targeted solutioning programmes to address skills gaps and future-proof talent for the evolving hotel and tourism industry. The continued engagement supports efforts to strengthen industry talent and ensure workforce development keeps pace with the changing needs of hospitality.



Tourism Malaysia & Trip.com Engagement with MAH

Strengthening Tourism Collaboration Through Data and Partnerships | 26 August 2026

A courtesy visit by Tourism Malaysia and Trip.com to Wisma MAH, led by Encik Mohd Roslan Abdullah, Senior Director of the Domestic and Events Division, Tourism Malaysia, focused on strengthening cooperation in hotel industry data collection. Discussions explored how MAH can support Tourism Malaysia in encouraging member hotels to share relevant data for research and analysis, while also identifying opportunities for deeper industry collaboration and networking. The parties also discussed a proposed MAH, Tourism Malaysia and Trip.com marketing campaign to promote member hotel offers later in the year, creating further opportunities to support hotel visibility and tourism activity.



FAMA & Hospitality Industry Strengthen Local Supply Chains

From Farm to Hotel, Strengthening Local Supply | 30 August 2026

A new partnership between MAH and the Federal Agricultural Marketing Authority (FAMA), formalised through a Memorandum of Understanding (MoU) at MAHA 2026 at MAEPS Serdang, aims to improve the marketing and supply of quality local agricultural produce to the hospitality sector. The collaboration will support a more consistent and sustainable supply of fresh fruits from FAMA entrepreneurs and suppliers to hotels, while creating stronger connections between local agricultural producers and the hospitality industry.

The MoU exchange was witnessed by the Deputy Minister of Agriculture and Food Security, with MAH member hotels Vivatel Kuala Lumpur and The Pearl Kuala Lumpur also supporting the initiative as strategic FAMA partners. Held in conjunction with MAHA 2026, the partnership highlights opportunities to support Malaysian agriculture, strengthen local supply chains and increase the presence of local produce within the hospitality industry.





Industry Groups Call for Review of Entertainment Tax

Rethinking Entertainment Tax for a Stronger Tourism Economy | 9 July 2026

Industry groups are calling for the abolition of entertainment duty and a comprehensive review of the framework governing its implementation, highlighting its impact on consumer affordability, tourism competitiveness, businesses and Malaysia's wider creative economy.

Industries Unite, representing 123 trade associations and chambers of commerce, said the levy can reach 25% in some jurisdictions and is ultimately reflected in higher ticket prices, adding pressure on operators facing rising labour and operating costs. The coalition is calling for closer coordination between Federal and state governments, with lower rates, broader exemptions and harmonised implementation proposed as interim measures.

The issue also has wider implications for the hospitality and tourism sector. Industry players highlighted the economic activity generated by entertainment and leisure across hotels, restaurants, transport services, retail outlets and production companies. With more than 35% of tourist spending going towards shopping and entertainment, a stronger leisure and entertainment offering could support greater visitor spending and destination competitiveness.

For live events, inconsistent tax rates and approval processes across states can also make nationwide touring more challenging. Industry representatives noted that long-term policy certainty is important for attracting international performances, encouraging investment and enabling events to expand beyond the Klang Valley to destinations such as Johor Bahru, Penang, Ipoh, Kuching and Kota Kinabalu.

The Malaysia Theme Park and Family Attractions Association also highlighted the impact on family attractions, while the cinema sector pointed to the wider employment and spending generated through cinema visits, including activity at shopping malls, food outlets, parking and transport services.

Industry groups are calling for a coordinated Federal and state review, supported by data on attendance, employment, investment and secondary consumer spending. The broader aim is to create a more consistent and predictable policy environment that supports tourism, investment, events and the wider hospitality and leisure ecosystem.



Tourism Industry Urges Review Of Fragmented Tax System

Simplifying Charges, Strengthening Tourism | 12 July 2026

Malaysia's tourism tax landscape is becoming increasingly fragmented, with multiple federal and state level charges adding costs and administrative complexity for hotels and travellers. Hotels administer the federal Tourism Tax alongside charges such as heritage fees, sustainability levies and island conservation fees. Different structures and implementation mechanisms can create confusion for operators and guests.

The Malaysian Association of Hotels (MAH) has called for greater transparency in how Tourism Tax revenue is utilised, suggesting that a portion could support tourism development and a dedicated resilience fund for future industry crises. **MAH CEO Isaac Raj** also cautioned that rising accommodation costs could affect price sensitive travellers, reduce spending on other tourism activities and encourage a shift towards unregulated short term rentals.

A clearer and more consistent framework could reduce administrative burdens, strengthen competitiveness and support a more resilient tourism industry.



F1 Fever Fuels Hotel Demand Across Malaysia

Major Sporting Events Create Wider Tourism Opportunities | 4 August 2026

Hotels in Sepang and Putrajaya are seeing strong demand ahead of the Formula One Bahrain Grand Prix at Sepang International Circuit from 2 to 4 October, with some properties already fully booked. The event is also expected to generate spillover demand across the Klang Valley, highlighting the wider economic value of major international sporting events.

MAH Vice President CS Lim said initial feedback from hotels in Sepang showed strong bookings, while demand in Putrajaya was also picking up, particularly among three-, four- and five-star properties. He noted that major events have continued to support hotel occupancy, with surrounding areas also benefiting from events held in Kuala Lumpur.

MAH Kuala Lumpur Chapter Chairman BE Lim said hotels in the capital were also seeing bookings pick up, although at different rates. Demand is expected to strengthen as the event draws closer, particularly from international visitors, race teams and other event related travellers.

The impact could extend beyond the immediate race destination. Johor hotels are also preparing for potential demand linked to the Singapore Grand Prix from 9 to 11 October, with Johor Bahru offering a more affordable accommodation option for visitors travelling to Singapore. **MAH Johor Chapter Chairman Ivan Teoh** said it was still early to see a significant increase in bookings, but demand could build closer to the race as visitors look for more affordable accommodation outside Singapore. The state could also benefit from spending on food, shopping, transportation and other tourism activities.

MATTA president Nigel Wong said international sporting events such as Formula One, motorsports and marathons can encourage both international and domestic travel, benefiting hotels, transport operators, restaurants and other local businesses.

For the hospitality industry, the growing demand around major sporting events reinforces the value of attracting more international events to Malaysia. With the right partnerships between government and industry, these events can create opportunities well beyond the venue itself, supporting hotel demand, visitor spending and destination growth across multiple locations.



Past Events

MAH Domestic Tourism Fair 2026 | KL Edition 40,000 Visitors. RM2.09 Million in Sales. | 7 June 2026

Three days of hotel and holiday deals, cultural performances, lucky draws and travel inspiration saw the MAH Domestic Tourism Fair 2026 KL Edition attract 40,000 participants and generate RM2,090,535.76 in total sales, including RM908,863.40 in over-the-counter sales and RM1,181,672.36 in potential and online sales. The fair was officially opened by Encik Mohd Amirul Rizal Abdul Rahim, Director General of Tourism Malaysia, and attended by YB Leong Yu Man, Pahang State Executive Councillor, YBhg. Datin Christina Toh, President of MAH, and other distinguished guests.

The three-day event brought together 56 exhibitors, including hotel operators, tourism industry players and tourism product providers from across Malaysia. Tourism promotion organisations including Tourism Pahang, Penang Global Tourism (PGT) and Langkawi Development Authority (LADA) also participated. The strong turnout and sales performance reflect the continued interest in domestic travel and the value of creating platforms that connect travellers with Malaysia's diverse hospitality and tourism offerings.



25th Charity Jam Session 2026

25 Years of Music, Community and Giving | 7 June 2026

MAH joined industry partners as a supporting partner of the milestone **25th Charity Jam Session (CJS) 2026**, continuing a longstanding tradition of bringing the hospitality and wider community together through music and giving. First held in 2000 as a one-off gathering, CJS has grown into an annual celebration that unites musicians, hoteliers, sponsors, volunteers and food operators for a meaningful cause. This year's edition featured live music, signature dishes from hotel partners, lucky draws and silent auctions, under the organising committee led by Chairman SS Rajaa.

The 25th edition raised an impressive RM255,819, supporting the Paediatric Intensive Care Unit (PICU) of Universiti Malaya Medical Centre (UMMC) and the Food Aid Foundation (FAF). Over 25 years, CJS has supported 26 beneficiaries across healthcare, humanitarian relief and community welfare, raising more than RM4 million in total. Healthcare remains a key focus, with approximately RM2.84 million channelled to UMMC's PICU over the years.

Beyond a milestone, the 25th Charity Jam Session is a testament to what can be achieved when an industry comes together with music, generosity and a shared commitment to giving back.



MAH AVIS Treasure Hunt VM2026

Adventure, Teamwork and a Taste of Negeri Sembilan | 22 August 2026

The 14th MAH Treasure Hunt, held in collaboration with AVIS Malaysia, brought together 30 teams of hotel and industry professionals for a full-day adventure from AVIS Malaysia HQ in Selangor to Glory Beach Resort, Port Dickson.

Held in conjunction with **Visit Negeri Sembilan Year 2026**, the challenge gave participants the opportunity to discover Negeri Sembilan while putting their teamwork, problem-solving skills and sense of adventure to the test.

The day concluded with a **Dinner and Prize Presentation** at Glory Beach Resort, attended by YB Datuk Razali Abu Samah, State Executive Councillor for Tourism, Culture & Heritage Negeri Sembilan, and YB Nicole Tan Lee Koon, Bukit Kepayang State Assemblyman.



Congratulations

Treasure Hunt Winners

- 🏆 Champion: R2D2, LEGOLAND Malaysia
- 🥈 1st Runner-Up: HAPINEST, Cititel Mid Valley
- 🥉 2nd Runner-Up: HUNT SOLO BEGIN, Mutiara Taman Negara



Congratulations

Picture of Choice Award

- 1st Place: **THE BRILLIANTS**, Saujana Hotel KL
- 2nd Place: **SOUTHERN DOMINATORS**, LEGOLAND Malaysia
- 3rd Place: **AVIS BUDGET**, AVIS Budget Malaysia



A Special Thank You to AVIS BUDGET Malaysia

The successful conclusion of the **MAH AVIS Treasure Hunt VM2026** would not have been possible without the valued partnership of our main partner, **AVIS BUDGET Malaysia**.

Our sincere appreciation goes to the entire AVIS team for their continued partnership with the MAH Treasure Hunt and for generously hosting the flag-off at **AVIS Malaysia HQ in Selangor**.

From the very first moment of the hunt to the final destination in Port Dickson, your contribution helped set the stage for an exciting and memorable adventure for all 30 participating teams.

We truly value this partnership and look forward to creating more memorable experiences together in the future.

Thank You

TO OUR MAIN PARTNER



For your continued partnership and support of the **MAH-AVIS Treasure Hunt VM2026**.

Thank you also for providing the **flag off venue** at AVIS Malaysia HQ in Kuala Lumpur.

You drive. We explore. Together.



MAH L&D Launched Hotels & Resorts Sustainability Roadmap

Driving the Future of Malaysian Hospitality

On 28 July 2026, MAH Learning & Development (MAH L&D) launched the Hotels & Resorts Sustainability Roadmap at Cititel Mid Valley, providing hotels with a structured pathway to strengthen sustainability practices and progress towards higher-level ESG and GSTC certification.

BEGIN YOUR SUSTAINABILITY JOURNEY

Step 1 | Build Your Foundation

Start with the MOTAC Green Hotel Standards, currently available at zero fee, to establish a recognised foundation for sustainable hotel operations.

Step 2 | Progress & Prepare

Undertake ESG Gap Analysis and GSTC Compliance Readiness to identify areas for improvement and determine the most suitable pathway towards certification.

Step 3 | Achieve & Advance

Progress towards higher level sustainability certification to strengthen your hotel's credibility, competitiveness and long term value.

NEED GUIDANCE ALONG THE WAY?

MAH L&D provides professional consultation and advisory support to help hotels assess their readiness, identify gaps and navigate their sustainability journey.

Ready to begin? Contact MAH L&D for assistance or more information:

✉ Email: mahtec@hotels.org.my

💬 WhatsApp: +6012 301 8477

🌐 Website: mahtraining.com.my



TOWARDS MOTAC GREEN, ESG & GSTC CERTIFICATION FOR HOTELS & RESORTS

A Roadmap to MOTAC Green Hotel, ESG for Hotels and Global Sustainable Tourism Council (GSTC) Hotel Standard Certifications



OBJECTIVE



To guide hotels and resorts towards internationally recognized sustainability certifications, strengthening Malaysia's tourism sustainability agenda and its contribution to the UN Sustainable Development Goals, while positioning certified properties to compete globally with greater market access, credibility, and visibility.

TO ACHIEVE



Sustainable Management

Effective long-term management system with clear policies, action plans and monitoring.



Socio-Economic Management

Maximise positive impact on the local community, fair employment and local sourcing.



Cultural Heritage

Protect and celebrate local culture, heritage and authenticity in operations.



Environmental Protection

Responsible energy, water and waste management, and biodiversity conservation.

TRIPLE CERTIFICATION – MOTAC GREEN HOTEL, ESG FOR HOTELS & GSTC HOTEL STANDARD CERTIFICATION (FLOWCHART)

*An initiative of the Ministry of Tourism, Arts & Culture Malaysia (MOTAC) and Malaysian Association of Hotels (MAH).
Facilitated by MAH L&D and Eco-STEPS Malaysia*

OPTIONAL

MAH Pre-Support Consultation

Professional consultation to help hotels prepare and align with MOTAC Green Hotel Standards

OPTIONAL

MAH ESG & GSTC Readiness Consultation

Advise on further sustainability certification and tailored solutions to your property's goals

STEP 1: FOUNDATION

MOTAC Green Hotel Standards

Establish the foundation with nationally recognised sustainable hotel standards

STEP 2: PROGRESSION



Independent ESG Gap Analysis & GSTC Compliance Readiness

Independent audits by certification bodies to assess ESG maturity and prepare hotels for GSTC accredited certification



Higher-Level Sustainability Certification

Achieve International recognised ESG and GSTC accredited certifications to demonstrate leadership and build long-term value and trust

Foundation Achieved

Hotels have successfully met Malaysia's nationally recognised sustainability foundation standards

MAH LEARNING & DEVELOPMENT

TRAINING CALENDAR 2026 - Q2 2027

EXECUTIVE DIPLOMA IN HOSPITALITY MANAGEMENT IN COLLABORATION WITH UTM FACULTY OF HOTEL & TOURISM MANAGEMENT	PROGRAMS	BATCH 2026				BATCH 2027								
		PROGRAM FEE	DAYS	SEP	OCT	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
	Certificate in Hospitality Sales and Marketing	RM 1,899.00	2	23-24										
	Certificate in Hotel Financial Management	RM 1,899.00	2		21-22									
	Certificate in Human Resources Management	RM 1,899.00	2			24-25								
	Certificate in Tourism Management & Hospitality Services	RM 1,899.00	2				21-22							
	Certificate in Hotel Financial Management	RM 1,899.00	2					26-27						
	Certificate in Housekeeping Operations & Management	RM 1,899.00	2						29-30					
	Certificate in Food and Beverage Management	RM 1,899.00	2							28-29				
	Certificate in Hospitality Sales and Marketing	RM 1,899.00	2								25-26			
	Certificate in Front Office Operations	RM 1,899.00	2									22-23		
	Certificate In Hospitality Supervision	RM 1,899.00	2										20-21	
	Certificate in Event Management	RM 1,899.00	2											23-24

MANAGEMENT & LEADERSHIP	PROGRAMS	PROGRAM FEE	2026					2027						
			DAYS	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL
	Emotional Intelligence in Leadership	RM 1,699.00	2		5-6					22-23				
	Strategic Planning & Management for Department Head	RM 1,699.00	2	1-2				18-19						26-27
	Supervisory Management Development	RM 1,699.00	2				14-15					5-6		
	Leadership Branding In The Hospitality Industry @ AI Era	RM 799.00	1			17			16-17					14-15
	Managing Gap Generation	RM 1,699.00	2				21-22				27-28			
	Service Success Program	RM 1,699.00	2			2-3				24-25				
	AI-Driven Leadership Edge in Hospitality	RM 1,699.00	2	10-11				18-19					14-15	
	Effective Time Management	RM 799.00	1					13				14		
	AI & Digital Productivity For Hotel Professionals	RM 1,699.00	2				1-2				6-7			
ROOMS DIVISION	Housekeeping Operations	RM 1,699.00	2					20-21				26-27		
	Laundry and Linen Room Operations and Management	RM 1,699.00	2		12 - 13				3-4				16-17	
	Professional Room Attendant	RM 1,699.00	2	28 & 29			8 - 9			22-23				20-21
	Housekeeping Leadership Supervisory Skills	RM 1,699.00	2			18 - 19					12-13			
FOOD & BEVERAGE	Elevated Fine-Dining Service Technique	RM 1,699.00	2								6-7			
	Elite Butler Service - Precision, Poise & Professionalism	RM 1,699.00	2		28-29			18-19					16-17	
	Food & Beverage Recipe Costing And Selling Price (SP) Setting	RM 1,699.00	2				21-22					10-11		
	Food & Beverage Service Excellence	RM 1,699.00	2					20-21		24-25				
	Food Handling and Hygiene Practices In Hospitality	RM 1,699.00	2	1-2							1-2			
	Millennial Concept of Food & Beverage Management	RM 1,699.00	2					18-19						20-21
	The Amazing Protocol & Delight Service	RM 1,699.00	2				2-3		3-4					
	VIP & Protocol Service Skill	RM 1,699.00	2			2-3						5-6		
	Fundamental Mixology & Bartender	RM 1,699.00	2			10-11					14-15			
HUMAN RESOURCES	Managing Misconduct, Discipline and Domestic Inquiry	RM 1,699.00	2	21-22						29-30			15-16	
	Train Hospitality Trainer	RM 1,699.00	2					25-26				24-25		
	Executive Certificate for Training Manager	RM 1,699.00	2			12-13					19-20			20-21
SALES & MARKETING	Developing High Performing Team	RM 1,699.00	2				9-10				14-15			
	Digital Marketing Strategy for Hotel Industry	RM 1,699.00	2							24-25				
	OTA Control & Maximizing Sales Results	RM 1,699.00	2				9-10	27-28				26-27		
	Re-aligning Sales Strategy	RM 1,699.00	2								19-20			
	Revenue Budgeting	RM 1,699.00	2					25-26					23-24	
	Hospitality Revenue Management	RM 1,699.00	2	21-22			14-15			22-23				28-29

COMMUNICATION	PROGRAMS	PROGRAM FEE	2026					2027						
			DAYS	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL
COMMUNICATION	Effective Communication for Hoteliers	RM 1,699.00	2			5-6		25-26				5-6		
	English for Hospitality Communication	RM 1,699.00	2		1-2				3-4				16-17	
	Image Empowerment Workshop Crafting Your Professional Identity	RM 1,699.00	2								7-8			19-20
FINANCE & AUDIT	Finance for Non-Finance Executive	RM 1,699.00	2	24-25				27-28					22-23	
	Finance for Non-Finance Managers	RM 1,699.00	2		22-23				3-4					12-13
	Income Audit	RM 1,699.00	2		8-9					24-25				
	Understanding P&L For Non-Finance	RM 1,699.00	2					18-19				10-11		
	SMART Budgeting	RM 1,699.00	2				2-3				28-29			
FRONT OFFICE & CUSTOMER SERVICE	Customer Service Excellence for Front of the House	RM 1,699.00	2			2 - 3			3-4			26-27		
	Executive Certificate for Duty Manager	RM 1,699.00	2				7-8				14-15			
	Hotel Service Excellence	RM 1,699.00	2	17-18				11-12					23-24	
	Groom Your Brand & Front Liners	RM 1,699.00	1				14			1-2				28-29
	To be a Great Host	RM 1,699.00	2	7-8			7-8			22-23				12-13
	Turning Complaints to Compliments	RM 1,699.00	2			23-24					28-29			
SAFETY & SECURITY	Engineering & Preventive Maintenance	RM 1,699.00	2				1-2			1-2			28-29	
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	Security Risk Management Fundamental	RM 1,699.00	2						15-16			26-27		
	Command & Control - Effective Supervision & Supervisory Skills	RM 1,699.00	2				21-22			29-30				
ONLINE PROGRAM	Cybersecurity For Hotel Operation	RM 799.00	1								22			
	Revenue Management in a Digital World	RM 799.00	1				17		22					
	AI Driven Leadership	RM 799.00	1			19						26		
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	Managing Gap Generation	RM 799.00	1										24	
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	Safeguard Your Digital Edge in Hospitality	RM 799.00	1		20					3				

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VM2026 Malaysian Hospitality @ MAH		RM 8,000.00	1
Power Of WE - Teambuilding		RM 10,000.00	1
Leadership Branding In The Hospitality Industry @ AI Era		RM 8,000.00	1
Sustainable Hospitality Workshop		RM 4,500.00	1

PROFESSIONAL CERTIFICATE		FEE	DAYS
Professional Hotel Certificate by Taylor's University			
LEVEL 1	Professional Certified Hotel Officer	RM 2,500.00	2.5
LEVEL 2	Professional Certified Hotel Executive	RM 2,500.00	2.5
LEVEL 3	Professional Certified Hotel Manager	RM 3,200.00	2
LEVEL 4	Professional Certified Hotelier	RM 3,200.00	2
AHLEI Certification by Aariana Hospitality Academy			
Certified Hotel Administrator (CHA)		RM 6,500.00	4
Certified Hospitality Trainer (CHT)		RM 4,900.00	4
Certified Hotel Revenue Management (CHRM)		RM 4,500.00	3
Certified Hospitality Manager (CHM)		RM 3,900.00	3

Dates stated are subject to confirmation or as published via future email notices.

All brochures are available at the MAH L&D Website at <https://mahtraining.com.my/>

All programmes can be conducted in-house and customised to your organisation's needs.

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Venue: MAH Training Centre @ Wisma MAH (unless stated otherwise)

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Secretariat Activities

Team Building at LEGOLAND Malaysia

Strengthening Teamwork and Shared Purpose | 13-15 August 2026

A three-day programme at LEGOLAND Malaysia, Johor, brought together the **MAH Board and Secretariat** from 13 to 15 August 2026 for a combination of strategic discussions, team-building and relationship building. The programme provided an opportunity for Secretariat members and Board representatives to step away from their usual working environment and strengthen collaboration through a series of team building activities. The activities encouraged communication, teamwork and closer interaction, allowing participants to connect beyond their day-to-day roles.

Held alongside the programme, the **3rd MAH Board Meeting 2026** focused on key organisational priorities and initiatives moving forward. The combination of governance and team engagement provided an opportunity for the Board and Secretariat to align on priorities while strengthening their working relationship. The gathering reflected MAH's emphasis on effective governance, teamwork and a shared sense of purpose. By bringing the Board and Secretariat together, the programme reinforced the importance of collaboration in supporting the Association's continued work for the hospitality industry.

The three day programme offered a meaningful balance of strategic discussions and team engagement, strengthening connections within the organisation and supporting a united approach towards MAH's future priorities.





From Desks to Courts: MAH KL Pickleball Tournament 2026

Teamwork and Friendly Competition Beyond the Workplace | 9 August 2026

The spirit of teamwork took to the court as “Paddle Terbang” represented the MAH Secretariat at the 3rd MAH KL Open Pickleball Tournament 2026, held on 9 August 2026 at Base Pickle & Padel, Petaling Jaya.

Bringing together colleagues from different functions, the team comprised CEO Mr Isaac Raj, General Manager Ms Noorfadhillah Ariffin, Finance Manager Mr Lim Tuck Fatt, MAH L&D Executive Mr Ammar Aqlan, Administrative Assistant Mr Izhan Zubir, and Finance Executive Mr Irfan Razak.

The tournament offered the team an opportunity to step away from their usual work routines and enjoy a day of sport, teamwork and camaraderie. Taking part also demonstrated the Secretariat’s support for the MAH KL Chapter and its efforts to bring members together through engaging activities. Beyond the competition, the event provided a relaxed setting for the team to strengthen connections and experience the value of working together in a different environment. The fast paced nature of pickleball added plenty of energy to the day, while the shared experience reinforced the importance of teamwork and good sportsmanship.

For the MAH Secretariat, the tournament was more than a day on the court. It was an opportunity to connect as a team, support the wider MAH community and enjoy a shared experience beyond the workplace.



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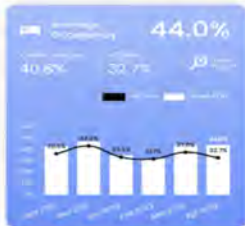
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Malaysian Association of Hotels (MAH) is the umbrella body for hotels in Malaysia formed in 1974 and initially established by a group of concerned and dedicated hoteliers to bring about a more dynamic hospitality industry aimed at building a workforce of highly skilled, innovative and disciplined individuals. MAH, as the official national network for the hotel industry, represents more than 1000 hotels throughout Malaysia supplying more than 150,000 rooms which is over half of the total number of hotel rooms available as guest accommodation in this country. With 13 chapters across the nation, MAH acts as the voice of the industry, working as one body to promote, protect, represent and advance the interests of our members.

* Advertising opportunities are now available in MAH Newsletter.

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