



SHERATON

EST. 1937

# Welcome to the Sheraton Petaling Jaya Hotel



Guest Services



# Welcome

At the heart of communities around the world, we're creating spaces where travelers and locals alike can gather, share experiences and explore their destinations. We invite you to relax and unwind in your room, work and meet in our public spaces, and enjoy our excellent service and thoughtful amenities.

Find everything you need to get your bearings in the pages that follow. We also invite you to connect with our associates during your stay. Call XX should you need anything at all.

At Sheraton, we believe in bringing people together and creating a community where all are welcome. Sheraton. Where the world comes together.

**Property Name  
Goes Here**

123 Street Address Goes Here  
City, ST 00000  
T 000 000 0000

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# Amenities

## **Sheraton Club**

Elevate your stay with Sheraton Club. Every Club stay includes an upgrade to a preferred guest room and access to our Club Lounge – the perfect place to connect with co-workers or gather with friends. Call the front desk to upgrade, and experience benefits like fast and complimentary breakfast, hors d'oeuvres and drinks daily.

## **Fitness Center**

Work out on your schedule with flexible hours and state-of-the-art equipment.

8th floor

Open 24/7. Use your guest room key for access.

## **Pool**

Relax and refresh poolside at [pool 1], or take a dip at [pool 2].

Towels provided.

[Pool 1], 18th floor

8:00 AM–10:00 PM daily

[Pool 2], 12th floor

8:00 AM–10:00 PM daily

## **Spa**

Rejuvenate and recharge with energizing massage treatments, facials and salon services.

12th floor

10:00 AM–8:00 PM daily

## **Business Center**

Stay productive with our business center. Visit for printing, copying, faxing or A/V needs. Dial 0 for assistance.

2nd floor

8:00 AM–8:00 PM

Monday – Friday

## **Gift Shop**

Browse snacks and drinks, travel accessories and more.

Lobby Level

Monday–Friday, 6:00 AM–12:00 AM

Saturday–Sunday, 6:00 AM–12:00 AM





# Services

## **Laundry**

We offer same-day service Monday–Friday. Place laundry and dry cleaning in the bag located in your closet, along with the ticket, and dial XX to arrange for pickup.

## **Forgotten Items**

We're happy to offer some of the most commonly forgotten travel items, such as toothbrushes and phone chargers. Dial XX and we'll help you get what you need.

## **Checkout**

Checkout is at 00:00 AM. To check out you may do any of the following:

- Visit the front desk.
- Place your statement and key in the key drop box located <specify>.
- Dial XX and leave a message, including your name and room number, letting us know when you're leaving.
- Press MENU on your TV remote and follow the instructions to review your statement and check out through the TV.





# Wireless Internet and Phone

## High-Speed Internet Connection

Stay connected during your stay with high-speed Internet access.

SSID Name: XXXXXXXX

1. Ensure that your device is Wi-Fi ready.
2. Select your wireless adapter, and connect to the <insert network name> network.
3. Open your Internet browser and select “Connect to the Internet” on the welcome page.
4. Enter room number and name or Internet Access Code (name must match reservation).
5. Choose the Internet package you prefer.
6. Accept the Terms and Conditions.

## Wired Internet Access Instructions

1. Plug LAN cable into hotel access point and your PC.
2. Open your Internet browser, and select “Connect to the Internet” on the welcome page.
3. Enter room number and name or Internet Access Code (name must match reservation).
4. Choose the Internet package you prefer.
5. Accept the Terms and Conditions.

Contact Internet Guest Support at 1 XXX XXX XXXX

## Phone Information

- Local calls: \$0.00 per call, plus \$0.00 per minute after the first XX minutes.
- International and Domestic Long Distance calls: AT&T Daytime Operator-Assisted Rate, plus a 55% surcharge.
- International calls: AT&T Daytime Operator-Assisted Rate + 55% surcharge + \$3.25 surcharge.

You have the right to reach other long distance carriers from your in-room phone. You may do so by dialing the access code provided by your carrier.





# Marriott Bonvoy™ Membership

As the world's richest travel rewards program, with more hotels and experiences in more places than anyone else, Marriott Bonvoy enables everyone to keep traveling with passion and purpose. Marriott Bonvoy believes that travel enriches the traveler and nourishes the world. It opens minds, expands borders and creates memories.

Not a member of Marriott Bonvoy? Membership is free.  
To join, visit [marriottbonvoy.com](https://marriottbonvoy.com).

# Safety and Privacy

## Emergency Procedures

When you arrive, we recommend that you take a few precautionary steps, as you would when you check into any hotel:

- Locate emergency exits.
- Carefully review the map on the back of your guest room door.
- Locate the nearest fire extinguishers and fire alarms.

## Fire Safety Procedures

Our hotel is equipped with a modern, efficient fire emergency system, which includes a sprinkler system and smoke detectors in guest rooms and hallways. We want to make sure you are prepared to exit. Familiarize yourself with the following procedures in case any of our detection systems sound a warning:

### Exiting the Hotel

- Take your key.
- Test your door for heat or smoke before opening it.
- If the hallway is clear, exit using the nearest stairwell.
- Do not use elevators.

### If Your Door Feels Warm or is Impassable

- Place wet towels at the base of the door.
- Press Front Desk on your room telephone, and give your name and your room number.
- Turn off your air conditioner or heater to keep smoke from entering the room.
- Get down on the floor to avoid inhaling smoke.

## Traveler Safety Tips

Here are a few tips for your safety while you are traveling:

- Ensure that all doors and windows are locked securely using all locking devices when you are in your room and when leaving your room.
- Before opening your room door to a serviceperson, ask for identification and verify with management. Never admit people with unsolicited deliveries.
- Always use the viewport to identify visitors.
- Complimentary safe-deposit boxes are available at the Front Desk for protecting your valuables.
- Keep your room key with you at all times.
- If you see or hear suspicious activity around the hotel, please notify a hotel staff member immediately.

## In-Room Safes

Complimentary safes are located [location] in your room. Under state law, the hotel is not responsible for loss unless items are stored in safe-deposit boxes at the Front Desk.



# Local Area

Make the most of your time in Phoenix, and visit these nearby attractions. Ask the Concierge for directions and additional information:

- Talking Stick Resort Arena
- Arizona State University
- Phoenix Convention Center
- Heritage Square
- Desert Botanical Garden

## Airport Information

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Hotel**

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