RedDoorz

RedKru Staff Training Semarang 2026





Semarang, 27 Oktober 2026
Grand Saraswati Hotel





RedDoorz

Background

- Staff training program for Mitra Property Staff in Semarang
- Focused on improving service quality and daily hotel operations

Overall Result

- Participants reported outstanding satisfaction, with the vast majority giving perfect scores (5/5) for the learning experience and material relevance.
- The training materials were deemed highly clear and practical for their daily roles.
- All trainers received high praise for their effective communication and delivery.
- The likelihood of recommending the training to colleagues is exceptionally high, dominated by scores of 9 and 10.

Key Metrics

37 Participants

21 Property Partner

(4.8/5) Average Satisfaction score



RedDoorz





Most Impactful Topics According to Participants

- **RedPartner System (PMS):** Practical guidance on app usage, managing bookings, and troubleshooting live chat or system errors.
- **Front Office & Service Excellence:** Customer service fundamentals, proper guest reception, and standardized greetings (smile, greet, welcome).
- **Housekeeping:** Technical understanding of property cleanliness, including the proper use of cleaning chemicals and housekeeping tools.

Our Trainer



Auberta Yuniar
Business Relation Manager

4.8

Trainer NPS According to partcipants



Tyasulisa Adisyah
SHA - Quality Service Manager

4.8

Trainer NPS According to partcipants



Bulgam Qamara
Business Relation Manager

4.7

Trainer NPS According to partcipants

RedDoorz





Recommendations for next Development

- **Advanced System & Complaint Management:** Deeper training on the RedPartner system, focusing on resolving multi-property complaints via CS/live chat, minimizing system errors, and understanding corporate pricing.

- **Specific Technical Training:** Requests for targeted skills such as glass cleaning techniques, emergency response procedures, and improved workflow awareness.

- **Soft Skills & Format Adjustments:** Incorporating motivational materials (attitude, empathy, confidence), standardizing staff greetings, extending the training duration, and adding on-site practical sessions.

RedDoorz

Training Tools



Training Materials



Training Form Registration



Training Form Attendance



Documentation

RedDoorz

THANK YOU