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RedKru Staff Training Batam 2026

Batam, 19 August 2026
SANS Vibes D'Grande

Background

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

Overall Result

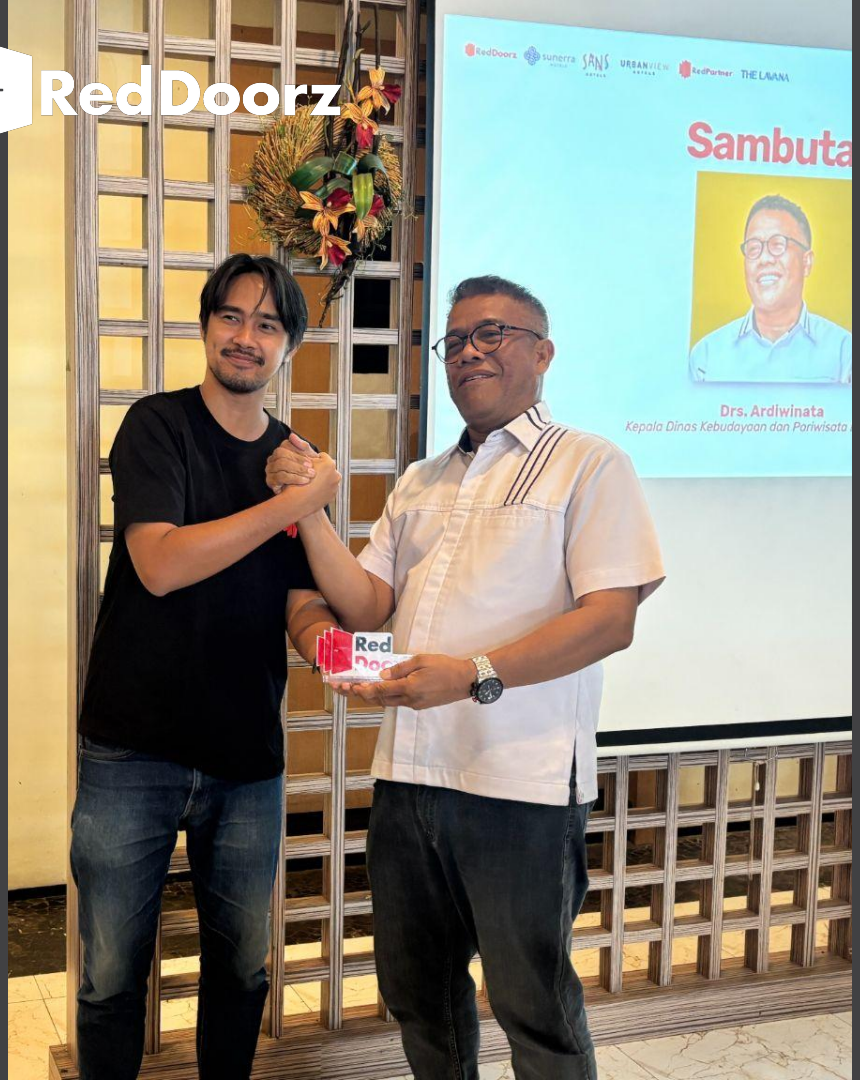
- Net Promoter Score, most participants gave a score of 8–10, indicating a very high level of satisfaction and strong willingness to recommend the training to others.
- Most participants gave the highest scores across key evaluation area.
- Training materials were considered relevant, easy to understand, and practical

Key Metrics

33 Participants

18 Property Partner

(4.7/5) Average Satisfaction score



Most Impactful Topics According to Participants

Housekeeping & Chemical Usage

This was the most frequently mentioned topic by participants. Staff highlighted that the training helped them better understand:

- Proper room cleaning standards
- Correct chemical usage and handling
- Attention to cleanliness and room preparation
- Housekeeping techniques and SOP implementation

Complaint Handling & Guest Service

Many Front Office participants emphasized the importance of:

- Handling guest complaints
- Managing difficult guest situations
- Greeting standards
- Communication with guests
- Service excellence principles

Our Trainer

Derry Syahrani
Partner Relation Manager

5

Trainer NPS According to partcipants

Putra Handika
SHA - Quality Service Executive

5

Trainer NPS According to partcipants

Tira Uliviapanita
Business Relation Manager

4.9

Trainer NPS According to partcipants

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Recommendations for next Development

Continue Focus on Housekeeping & Service Excellence

Continue developing:

- Housekeeping SOP standardization
- Chemical handling certification
- Service excellence refreshment programs
- Guest experience improvement workshops

Increase Practical Simulations & Roleplay Sessions

Future sessions should include:

- Guest complaint roleplay
- Front Office communication simulations
- Real hotel case studies
- Housekeeping practical demonstrations

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Training Tools

Training Materials

Training Form Registration

Training Form Attendance

Documentation

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THANK YOU