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RedKru Staff Training Yogyakarta 2026

Yogyakarta, 1 Oktober 2026
SANS Hotel Nagari Malioboro









Background

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

Overall Result

- Participants reported outstanding satisfaction, with the majority giving 5/5 scores for the learning experience, material relevance, and clarity.
- All three trainers were praised for being highly communicative and delivering well-structured, easily understandable materials.
- The willingness to recommend the training is exceptionally high, dominated by scores of 9 and 10.

Key Metrics

33 Participants

18 Property Partner

(4.7/5) Average Satisfaction score



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Most Impactful Topics According to Participants

- **Housekeeping:** Practical daily applications such as proper cleaning flows, chemical usage, and techniques for removing stubborn bathroom stains.
- **Front Office & Service Excellence:** Emergency response procedures, proper guest greetings, public speaking basics, and managing walk-ins and no-shows.
- **RedPartner System (PMS):** Clear explanations of system functionalities, including booking lists, room charts, and resolving overbook scenarios.

Our Trainer



Derry Syahrani
Regional Business Relation Manager
4.9

Trainer NPS According to partcipants



Yuda Lesmana
SHA - Quality Service Manager

4.8

Trainer NPS According to partcipants



Dimas Adji Satrio
City Manager Yogyakarta

4.8

Trainer NPS According to partcipants

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Recommendations for next Development

- **Language & Communication:** Foreign language training to better serve international guests, alongside advanced public speaking skills.

- **Advanced Conflict Resolution:** Specific strategies for handling highly demanding or difficult guests gracefully.

- **Managerial & Security Capabilities:** Strong interest in career advancement topics like General Manager duties, marketing to increase occupancy, pricing strategies, payroll management, and basic property security.

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Training Tools



Training Materials



Training Form Registration



Training Form Attendance



Documentation

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THANK YOU