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RedKru Staff Training Solo 2026





Solo, 29 Oktober 2026

Urbanview ANT Living near Jalan Slamet Riyadi Solo





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Background

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

Overall Result

- Participants expressed high satisfaction with the learning experience and the relevance of the materials, with the majority giving top scores (4 and 5).
- The trainers (Front Office, Housekeeping, and RedPartner) received high praise for delivering clear, useful, and easily understandable content.
- The willingness to recommend the training to colleagues is exceptionally high, dominated by scores of 9 and 10.

Key Metrics

37 Participants

26 Property

(4.7/5) Average



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Most Impactful Topics According to Participants

- **Front Office & Service Excellence:** Fundamentals of excellent service, check-in/check-out procedures, handling difficult or hyperactive guests, and emergency response protocols.
- **Housekeeping:** Detailed room layout Standard Operating Procedures (SOPs), comprehensive introduction to cleaning tools, and proper usage of various cleaning chemicals.
- **RedPartner (PMS):** Practical knowledge of the system and extranet, including handling double bookings, utilizing features, and troubleshooting technical errors.

Our Trainer



Derry Syahrani
Regional Property Management Lead

4.7

Trainer NPS According to partcipants



Tyasulisa Adisyah
SHA - Quality Service Manager

4.8

Trainer NPS According to partcipants



Roby Novandre Saputra
Business Relation Manager

4.8

Trainer NPS According to partcipants

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Recommendations for next Development

- **Emergency Simulation Practice:** Implement hands-on practical sessions in collaboration with the fire department, such as gas leak simulations and fire extinguisher (APAR) usage.
- **Advanced RedPartner & Online Reviews:** Provide advanced training on new app features and strategies for professionally addressing online guest complaints, such as Google Reviews.
- **Health, Safety, & Legal Protocols:** Introduce topics on Occupational Health and Safety (K3), property cost control, and procedures for handling legal situations (e.g., police summons).

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Training Tools



Training Materials



Training Form Registration



Training Form Attendance



Documentation

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THANK YOU