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RedKru Staff Training Surabaya 2026





Surabaya, 7 October 2026

RedDoorz @ Hotel Istana Permata Ngagel Surabaya





Background

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

Overall Result

- Participant satisfaction was exceptionally high (mostly 5/5) for the learning experience, material relevance, and content.
- All trainers were highly rated for being detailed, communicative, and easy to understand.
- The willingness to recommend the training is extremely high, dominated by scores of 10.

Key Metrics

33 Participants

18 Property Partner

(4.7/5) Average Satisfaction score





Most Impactful Topics According to Participants

- **Front Office:** Excellent service standards and procedures for handling guest complaints.
- **Housekeeping:** Understanding chemical usage and specific techniques like removing stubborn floor stains.
- **RedPartner App:** Technical solutions for managing no-show guests and resolving pending bookings.

Our Trainer



Derry Syahrani
Regional Business Relation Manager
4.9

Trainer NPS According to partcipants



Tyasyulisa Adisyah
SHA - Quality Service Manager

4.8

Trainer NPS According to partcipants



Sylvania Meliantha
Sr. Business Relation Manager
4.8

Trainer NPS According to partcipants

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Recommendations for next Development

- **Advanced Soft Skills:** Incorporate training on public speaking, effective communication, and upselling techniques.

- **Special Situations:** Provide in-depth simulations for handling complex complaints and emergency procedures.

- **Time Adjustment:** Extend the training duration to allow for a more thorough exploration of the materials.

- **Facility Support:** Ensure the provision of complete housekeeping equipment to support practical application at the properties.

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Training Tools



Training Materials



Training Form Registration



Training Form Attendance



Documentation

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THANK YOU