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# RedKru Staff Training Malang 2026






**Malang, 5 October 2026**
**Urbanview Hotel de Kopen Malang by RedDoorz**






# Background

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

# Overall Result

- The majority of participants gave high ratings (4 or 5) for the learning experience and material relevance.
- Trainers across all subjects (Front Office, Housekeeping, RedPartner) were highly praised for their clear communication and detailed explanations.
- The likelihood of recommending the training is very high, dominated by scores of 9 and 10.

# Key Metrics

**33 Participants**

**18 Property Partner**

**(4.7/5) Average Satisfaction score**





# Most Impactful Topics According to Participants

- **RedPartner & Booking System:** Insights on new features, troubleshooting booking issues, no-shows, and OTA system errors.
- **Front Office & Service Excellence:** Excellent service procedures, emergency response, human trafficking prevention, and handling guest complaints.
- **Housekeeping:** Practical knowledge on detailed room make-up, usage and benefits of cleaning chemicals, and housekeeping tools.

# 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***



**Vanessa Astari**
Business Relation Manager

**4.8**

***Trainer NPS According to partcipants***

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# Recommendations for next Development

- **Hands-On Practice:** Incorporate more practical sessions and role-play demonstrations rather than relying solely on theory.

- **Advanced Property Management:** Introduce new topics such as Environmental Impact Assessment (AMDAL) regarding property waste management.

- **Specialized Skills:** Provide advanced training on professional complaint handling, disaster mitigation, and promotional media.

- **Engagement Techniques:** Continue offering small rewards or incentives during sessions to maintain participant enthusiasm.

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# Training Tools



Training Materials



Training Form Registration



Training Form Attendance



Documentation

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# THANK YOU