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RedKru Staff Training Jakarta 2026

Jakarta, 16 September 2026
Urbanview Hotel YAMPI TB Simatupang









Background

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

Overall Result

- Participants reported high satisfaction (mostly 5/5) and a very strong willingness to recommend the training (10/10).
- While trainers were generally praised, constructive feedback suggested adjusting a trainer's fast pace and adopting a more engaging delivery style.

Key Metrics

33 Participants

18 Property Partner

(4.7/5) Average Satisfaction score



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Most Impactful Topics According to Participants

- **Conflict & Transaction Resolution:** Navigating complex situations like handling guest complaints, processing refunds, and managing no-show bookings.
- **Safety & Security:** Critical procedures including fire safety and recognizing/handling sensitive issues like child abuse.
- **RedPartner Application:** Utilizing system features to troubleshoot and resolve guest booking issues directly.

Our Trainer



Derry Syahrani
Regional Business Relation Manager

4.9

Trainer NPS According to partcipants



Tyasyulisa Adisyah
SHA - Quality Service Manager

4.7

Trainer NPS According to partcipants



Syahrul Ramadhan Satura Riski
Cluster Property Manager

4.7

Trainer NPS According to partcipants

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Recommendations for next Development

- **Practical Simulations:** Transition from theoretical lectures to hands-on practice, roleplays, and practical tests, especially for Housekeeping.
- **Advanced Soft Skills:** Incorporate professional communication, public speaking, and basic operational English.
- **Cross-Divisional Training:** Introduce basic technician/engineering modules so staff can independently handle minor facility issues.

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Training Tools



Training Materials



Training Form Registration



Training Form Attendance



Documentation

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THANK YOU