RedDoorz

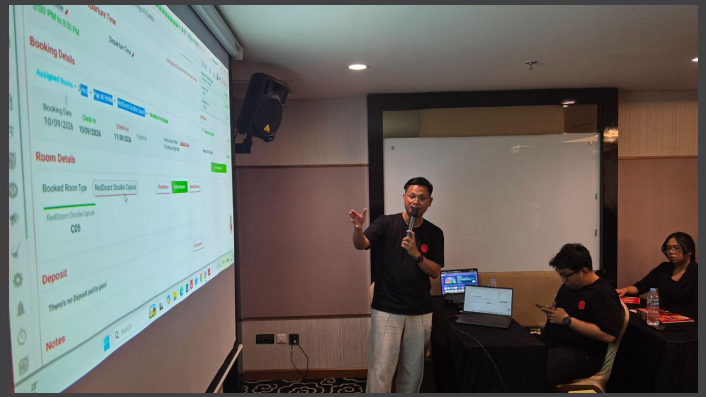
RedKru Staff Training Bandung 2026

Bandung, 10 September 2026
Sunerra Expres Grand Viveana









Background

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

Overall Result

- Participants rated the training exceptionally well, giving mostly 5/5 for the learning experience, material relevance, and clarity.
- Trainers across Front Office, Housekeeping, and RedPartner were highly praised for their clear and informative delivery.
- The likelihood of recommending this training to colleagues is very high, dominated by 10/10 scores.

Key Metrics

33 Participants

18 Property Partner

(4.7/5) Average Satisfaction score





Most Impactful Topics According to Participants

- **Housekeeping:** Standards for room cleaning, usage of chemicals, and preparation of tools.
- **Front Office:** Excellent service, proper greetings, and check-in/check-out procedures.
- **RedPartner App**: System insights, specifically the self check-in feature and pricing management.

Our Trainer



Derry Syahrani
Regional Business Relation Manager

4.7

Trainer NPS According to partcipants



Yuda Lesmana
SHA - Quality Service Manager

4.8

Trainer NPS According to partcipants



Azanul Riski
Business Relation Manager

4.7

Trainer NPS According to partcipants

RedDoorz





Recommendations for next Development

- **Future Topics:** Prioritize training on handling guest complaints, business management, and team building.
- **Session Engagement:** Incorporate interactive games between materials to make the learning process more fun.
- **Technical Assistance:** Provide more intensive, hands-on support for participants struggling with gadgets during the training.

RedDoorz

Training Tools



Training Materials



Training Form Registration



Training Form Attendance



Documentation

RedDoorz

THANK YOU