



QUALITY ASSURANCE - COST ENGINEERING Profit Protection Plan - Human Resources

CODE: 12.04.002

EDITI
ON: 1

PAGE 1 of 4

HUMAN RESOURCES

PRIORITY	ACTION	COMMENTS	SAVING	ACTION BY	TARGET COMPLETED DATE
A	LEADERSHIP <ul style="list-style-type: none">GM Time, monthly (staff provides agenda).GM available/receptive all time on site (management by walking around)GM luncheon, once a week, employees invited (one from each department, no matter the level) together with HR for translation.GM, Dept. Head & Supervisors once a month discussing/explaining the P&L and outlet profitability.GM changes daily routine.Leading by example.	Annual staff party has been postponed to June. Next Staff Address in March. This is being practiced. To be discussed with HR and Training	GM/HR/ALL	GM	GM/HR/TR Mgr
A	OCCUPYING STAFF TRAINING <ul style="list-style-type: none">Basic skills –Key Issues & Dept. Standards – with personal involvement Mgmt Team during short training sessions.	The first meeting was arranged. During the first two meetings, FC is explaining to HODs. From the third meeting onwards, HODs are explaining their part of the P&L. With pleasure!	FC, ALL HODs	GM ALL HODs	



QUALITY ASSURANCE - COST ENGINEERING Profit Protection Plan - Human Resources

CODE: 12.04.002

EDITI
ON: 1

PAGE 2 of 4

PRIORITY	ACTION	COMMENTS	SAVING	ACTION BY	TARGET DATE	COMPLETED
A	OCCUPYING STAFF, cont. <ul style="list-style-type: none">Reservation procedures (Res. Dept.& Front Office)Base: Reports (Audits/Quality Assurance)P&P in general (training & review)Intranet available to ALL employees.Daily topic to be implemented.Explain hotel department to other staff.Distribute specific tasks to Project Teams, based on a detailed brief.Environmental activities & related procedures.	<p>To be ensured also for all FO staff, to be able to relieve Reservation staff during their off days or meal breaks.</p> <p>Reports are being distributed to all HODs for follow-up. TR MGR to follow-up</p> <p>TR MGR to follow-up adherence to established action plans.</p> <p>Printed material available and to be studied while working. Intranet to have all material</p> <p>New guidelines have been received from Head Office. IT Mgr to implement & follow-up.</p> <p>Implemented. Follow-up to be ensured.</p> <p>All HODs to prepare a presentation of their department. TR MGR to arrange sessions, where department heads are explaining their department, their responsibilities, their role within the organization, etc. to a group of staff members.</p> <p>GM to organize.</p> <p>Guidelines for the GREEN GLOBE CERTIFICATION have been received. This matter is kept pending, due to the necessary investment.</p>		EAM/FOM TR MGR ALL HODs TR MGR TR MGR and all HODs IT MGR IMMED. ALL HODs GM/EAM/ HODS TR MGR ALL HODs GM		



QUALITY ASSURANCE - COST ENGINEERING Profit Protection Plan - Human Resources

CODE: 12.04.002

EDITI
ON: 1

PAGE 3 of 4

PRIORITY	ACTION	COMMENTS	SAVING	ACTION BY	TARGET DATE	COMPLETED
A	REWARD & APPRECIATION, cont. <ul style="list-style-type: none">• Treasure Hunt• Implement/reinforce for existing staff MIP Program, Induction Program.	Employees are encouraged to come up with additional revenue opportunities for the hotel management. Good ideas, which are implemented, will be rewarded. Implemented. Follow-ups to be conducted. Refreshment meeting was held.		HR/TR		
A	REWARD & APPRECIATION <ul style="list-style-type: none">• Personal written recognition from GM for extraordinary outstanding (individual) performance.• Cross Training: give the opportunity to qualified staff.• GM to spend quality time with individual• Reward: Invite for restaurant visit together with partners.• Rank & File: Instant cash reward from GM (small award).• Distribution of awards: Make an event/celebration out of it, let others know and talk about it.• Press Releases about success stories.	Every employee will receive a certificate, indicating the scores obtained during the recent audits. This is being done. Management Training program has now been implemented for 6 employees. Only during buffet lunches/dinners. All Outstanding Employees of each month as of January 2002, will be invited. This will not be implemented.		GM/HR		
		Quality Assurance Audits/Food Hygiene Audits.		GM/TR MGR		
		Be creative, think of things to talk about		DOSM/HRM		



QUALITY ASSURANCE - COST ENGINEERING Profit Protection Plan - Human Resources

CODE: 12.04.002

EDITI
ON: 1

PAGE 4 of 4

PRIORITY	ACTION	COMMENTS	SAVING	ACTION BY	TARGET DATE	COMPLETED
A	CUSTOMER RELATIONS <ul style="list-style-type: none">• Greeting Clients (Customer first)• Regular Guest Cocktail.• Hand-written notes• Guest History• Complaint Handling (where GM requested).• Personal (GM/EAM) welcome/farewell to VIPs/Regulars.• Meet the guests on site as often as possible.• Important messages that have to be communicated to guests “ language brief” to staff.	<p>This is being incorporated into training programs.</p> <p>This is being done.</p> <p>FOM to arrange.</p> <p>FOM to brief staff</p> <p>This is being done.</p> <p>This is being done.</p> <p>TR MGR to come up with standard sentences for training purposes. To be refreshed in 1 month.</p>		TR MGR/HODs GM FOM FOM GM /HODs GM/HODs TR MGR TR MGR		