



QUALITY ASSURANCE - COST ENGINEERING Profit Protection Plan - Human Resources

CODE: 12.04.002

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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.	<p>Annual staff party has been postponed to June. Next Staff Address in March.</p> <p>This is being practiced.</p> <p>To be discussed with HR and Training</p> <p>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.</p> <p>With pleasure!</p>		<p>GM/HR/ALL</p> <p>GM</p> <p>GM/HR/TR Mgr</p> <p>FC, ALL HODs</p> <p>GM</p> <p>ALL HODs</p>	
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.	<p>This is being incorporated in the training sessions.</p>		<p>TR MGR</p>	



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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) 	To be ensured also for all FO staff, to be able to relief Reservation staff during their off days or meal breaks.		EAM/FOM		
	<ul style="list-style-type: none"> Base: Reports (Audits/Quality Assurance) 	Reports are being distributed to all HODs for follow-up. TR MGR to follow-up TR MGR to follow-up adherence to established action plans.		TR MGR ALL HODs		
	<ul style="list-style-type: none"> P&P in general (training & review) 	Printed material available and to be studied while working. Intranet to have all material		TR MGR TR MGR and all HODs		
	<ul style="list-style-type: none"> Intranet available to ALL employees. 	New guidelines have been received from Head Office. IT Mgr to implement & follow-up.		IT MGR IMMED. ALL HODs		
	<ul style="list-style-type: none"> Daily topic to be implemented. 	Implemented. Follow-up to be ensured.		GM/EAM/ HODs		
	<ul style="list-style-type: none"> Explain hotel department to other staff. 	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.		TR MGR ALL HODs		
	<ul style="list-style-type: none"> Distribute specific tasks to Project Teams, based on a detailed brief. 	GM to organize.		GM		
	<ul style="list-style-type: none"> Environmental activities & related procedures. 	Guidelines for the GREEN GLOBE CERTIFICATION have been received. This matter is kept pending, due to the necessary investment.				



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



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PRIORITY	ACTION	COMMENTS	SAVING	ACTION BY	TARGET DATE	COMPLETED
A	CUSTOMER RELATIONS					
	• Greeting Clients (Customer first)	This is being incorporated into training programs.		TR MGR/HODs		
	• Regular Guest Cocktail.					
	• Hand-written notes	This is being done.		GM		
	• Guest History	FOM to arrange.		FOM		
	• Complaint Handling (where GM re- quested.	FOM to brief staff		FOM		
	• Personal (GM/EAM) welcome/farewell to VIPs/Regulars.	This is being done.		GM /HODs		
	• Meet the guests on site as often as possible.	This is being done.		GM/HODs		
	• Important messages that have to be communicated to guests “ language brief” to staff.	TR MGR to come up with standard sentences for training purposes. To be refreshed in 1 month.		TR MGR TR MGR		