

Hotel Staff Training Session Minutes

Date: June 12, 2024

Location: Grandview Hotel, Conference Room A

Time: 10:00 AM – 12:00 PM

Facilitator: Sarah Lee

Attendance

- Sarah Lee (HR Manager)
- Jonathan Cruz (Front Desk Supervisor)
- Emily Tran (Housekeeping)
- Mark Evans (Maintenance)
- Lily Gomez (Food & Beverage)

Agenda

1. Welcome & Opening Remarks
2. Guest Service Excellence
3. Safety & Emergency Procedures
4. Housekeeping Standards
5. Q&A / Open Discussion

Discussion & Key Points

- **Guest Service Excellence:** Reviewed staff interactions, emphasized using guest names, and handling complaints promptly and respectfully.
- **Safety & Emergency Procedures:** Mark Evans presented the new fire evacuation map and demonstrated using emergency equipment.
- **Housekeeping Standards:** Emily Tran shared updated room inspection checklist; discussed importance of consistent cleanliness.

Actions & Responsibilities

- All staff to review emergency procedures by June 16.
- Housekeeping to implement new checklist immediately.
- Front desk team to practice guest name recall exercises during weekly meetings.

Next Meeting

Date: July 10, 2024

Time: 10:00 AM

Location: Conference Room A

Minutes Prepared By

Sarah Lee

HR Manager