

HOTEL PRE-OPENING GUIDE: STAFF PLANNING

Staff planning

is critical during the pre-opening activities

In the pre-opening stage

The Head of Departments need to set up and prepare the team.

THE FACTORS TO BE CONSIDERED IN THE RECRUITING PROCESS



Experience

Undertrained staff will

- Have a negative impact on the hotel brand and the operational costs
- Delay the opening



Time

An appropriate and realistic timeframe to recruit depends on the positions and tasks



Estimate

Poor estimation of the workforce required leads to future unsmooth operations



The hotel asset manager shall analyse the staff planning schedule prior to recruitment activity

Staff recruitment

Some key positions such as the Chief Engineer shall be hired before or at the same time as the General Manager

Heads of the Human Resources, Marketing and Finance departments

Personal networks or referrals should also be considered

The hotel operator must use social media to hire the line staff

Large international hotel brands are encouraged to promote internal staff movement from hotel to hotel

Good staff planning



Successful performance of the hotel