

## 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**

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