


BOOST
|

CASE STUDY

HARRIS-POP! Hotels & Conventions Solo

Where modern mobile training technology and traditional Indonesian hospitality work together

 HARRIS-POP! Hotels & Conventions Solo, Indonesia, is located in the heart of Solo with 138 rooms providing guests with unique views of the city. As the city has grown, so has the need for multi-lingual hotel employees who can communicate with the increasingly international business and leisure guests that the hotel welcomes.

TOOLS :

 **BOOST VOICE**



THE PROBLEM

Located in the fast-growing Indonesian city of Solo, the HARRIS-POP! Hotels & Conventions Solo is a busy business and leisure hotel welcoming guests from all over Indonesia, Asia and the world. As the city has begun to attract more and more travellers and business, the hotel has welcomed guests from a variety of different countries which has meant that good communication with guests was vital. However, due to poor English language skills, many hotel employees avoided communicating with foreign guests and relied on senior staff to interact with the guests. The employees lacked the languages skills – and therefore confidence – to communicate properly with guests which in turn, impacted service.

THE SOLUTION

To solve this problem, the hotel turned to Boost Voice (English) to train its frontline service employees hotel-relevant English language skills. The app allows the team to learn anytime, anywhere including in their lunch break or on the way to work. This is important as it created consistency in learning – the more chances they have to practice the better they get. The hotel applies this learning program in its food and beverage division, front office, housekeeping and engineering, which often interact directly with guests.

THE RESULTS

After six months of using Boost Voice, the hotel was able to see real progress with its employees. Front line staff become better at communicating with foreign guests as they understood what the guests were saying. Once employees could understand what the guests wanted then they were able to deliver and provide better service. Importantly, many employees grew noticeably more confident and could even joke with the guests and hold long conversations – further driving guest satisfaction and loyalty.