



Re-Boarding

Workshop Objectives for Leaders

- i. Plot the staff journey identifying key areas that need to be addressed
 - Arrival at work to shift departure
 - Preparing staff areas prior to the return of staff
- ii. Determine changes and new policies and procedures required to support amended working practices
- iii. Identify key content for re-boarding hotel and department orientation sessions; develop a plan for content development and delivery
- iv. Develop a plan for department on-job skills training using skilled trainers
- v. Explore the ways in which staff feel welcomed back, re-engaged with the team, and fully supported in their roles
- vi. Build a framework for on-going pandemic safety communication for staff

Workshop Benefits for the Company

- i. Established plans to welcome staff back
- ii. Developed programmes for reacclimating staff to safety protocols, technical skills, and service behaviours

Workshop Benefits for Individuals

- i. Welcomed back to the organisation
- ii. Adequate time to relearn technical skills
- iii. Dedicated programmes to safely return to work and interact with guests