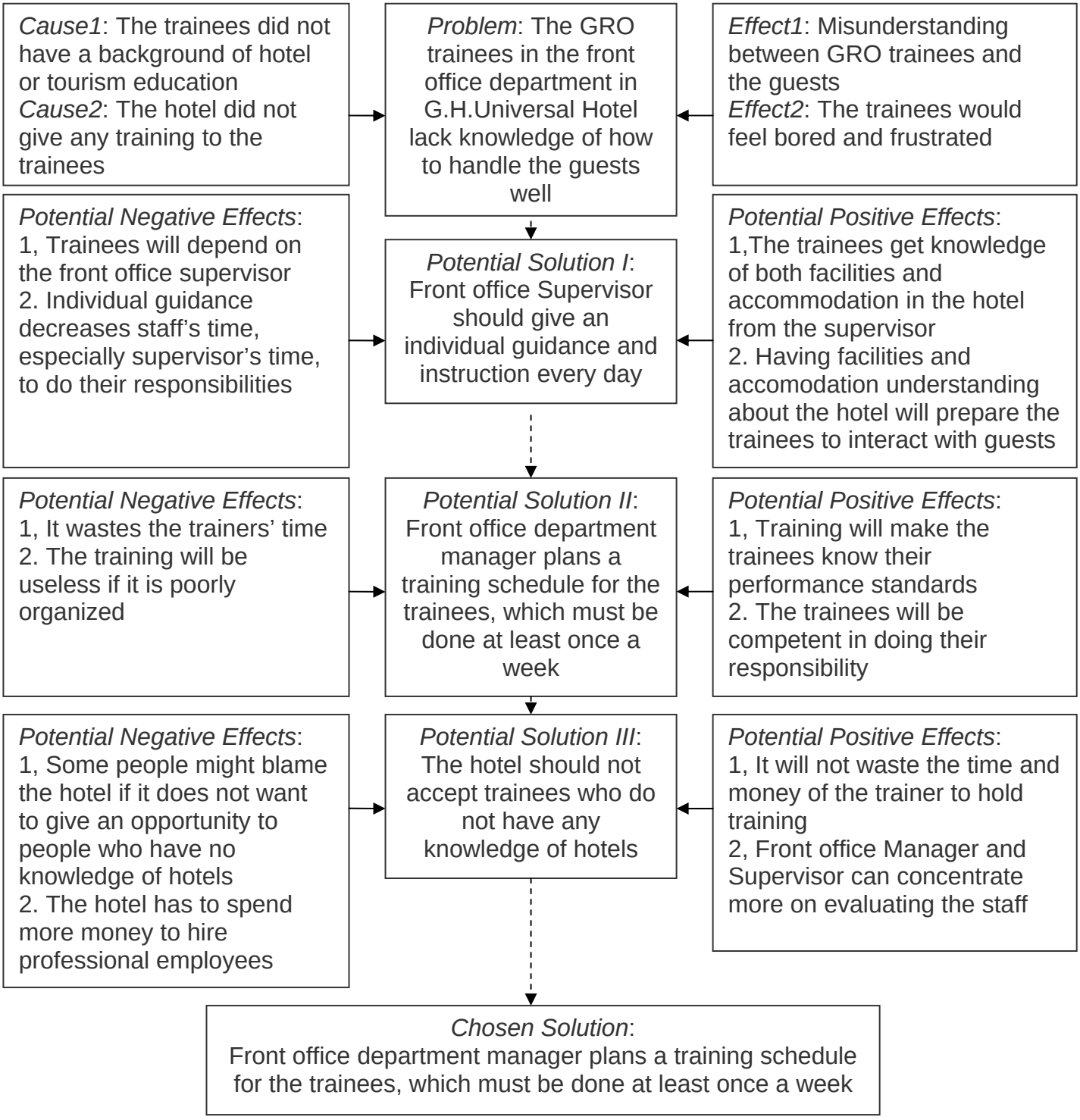
FLOWCHART


Cause1: The trainees did not have a background of hotel or tourism education
Cause2: The hotel did not give any training to the trainees
Problem: The GRO trainees in the front office department in G.H.Universal Hotel lack knowledge of how to handle the guests well
Effect1: Misunderstanding between GRO trainees and the guests
Effect2: The trainees would feel bored and frustrated
Potential Negative Effects:
1, Trainees will depend on the front office supervisor
2. Individual guidance decreases staff's time, especially supervisor's time, to do their responsibilities
Potential Solution I:
Front office Supervisor should give an individual guidance and instruction every day
Potential Positive Effects:
1,The trainees get knowledge of both facilities and accommodation in the hotel from the supervisor
2. Having facilities and accomodation understanding about the hotel will prepare the trainees to interact with guests
Potential Negative Effects:
1, It wastes the trainers' time
2. The training will be useless if it is poorly organized
Potential Solution II:
Front office department manager plans a training schedule for the trainees, which must be done at least once a week
Potential Positive Effects:
1, Training will make the trainees know their performance standards
2. The trainees will be competent in doing their responsibility
Potential Negative Effects:
1, Some people might blame the hotel if it does not want to give an opportunity to people who have no knowledge of hotels
2. The hotel has to spend more money to hire professional employees
Potential Solution III:
The hotel should not accept trainees who do not have any knowledge of hotels
Potential Positive Effects:
1, It will not waste the time and money of the trainer to hold training
2, Front office Manager and Supervisor can concentrate more on evaluating the staff
Chosen Solution:
Front office department manager plans a training schedule for the trainees, which must be done at least once a week