



**THE INFLUENCE OF IN-HOUSE TRAINING
ON THE STAFF PERFORMANCE: THE CASE OF M.S. GARDEN HOTEL
(HOLIDAY INN KUANTAN)**

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DECLARATION OF ORIGINAL WORK



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- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature : _____

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Date : _____

30/09/2001

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Alhamdulillah...

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ABSTRACT

The purpose of this research is to study the factors of in-house training of M.S Garden Hotel Kuantan (Holiday Inn Kuantan) that can influence the staff performance. There are varieties of factors, which can influence the staff performance. However, the focus is only on the personal background, frequency of training and types of training.

The main reason of this study is to gather information regarding the service performance on the staff of hospitality industry thru in-house training which is the core marketing strategy to gain customer loyalty.

This study was conducted at Kuantan, which is concentrated on the MSG's employees. The sample was comprised of 123 respondents. The questionnaires was distributed by hand to respondent in 7 strata that working at MSG (Kuantan)

The findings are gathers from the questionnaire which was divided into 4 sections. Section A is measurement on personal factors. Section B is on frequency of training and Section C will discuss on types of training. In section D the question is on performance.

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