



RA GUEST HOUSE

Improvement Initiative Project Charter

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RA GUEST HOUSE IMPROVEMENT INITIATIVE CHARTER

Background	Scope	High-Level Risk / Assumptions		
<p>The guest house is situated at the Shell residential area in Port Harcourt. With over 140 rooms across various building blocks, the guest house varies in sizes, e.g., chalet, mgt rooms etc. It is managed by the Real Estate team and serves as a primary accommodation facility for staff & guest. Over time, feedback has indicated the need for service improvement in other to maintain high standards of customer experience. This initiative aims to enhance the guest house services, ensuring that it meets and exceeds the expectations of customers, thereby maintaining its reputation as a top-notch facility.</p>	<ul style="list-style-type: none"> The scope of this initiative includes a comprehensive review and enhancement of all service aspects of the guest house, focusing on areas such as customer service, facility maintenance, amenities, guest feedback management, and overall guest satisfaction. 	<p>After discovery phase the risks and assumptions of the project will be defined.</p>		
		Key Activities / Timeline / Estimates		
		<ul style="list-style-type: none"> Approval of project charter & implementation plan - 17/9/24 Extract feedback & comments from the 2024 customer sensing survey – 20/9/24 Site Inspection/observation – 27/9/24 Update snags/observation on a spreadsheet- 2/10/24 Suggest recommendations/areas of improvement & make presentation– 4/10/24 		
Objectives	Deliverables	Team / Stakeholders		
<ul style="list-style-type: none"> Enhance the overall customer experience and satisfaction Evaluate occupancy level and increase it. Implement a robust feedback system to ensure continuous service improvement. Reduce guest complaints related to service quality by 50% within the first six months Foster a positive brand image of the guest house within the residential area 	<ul style="list-style-type: none"> A comprehensive report on current service performance and identified gaps. Service improvement plan outlining specific actions, timelines, and responsible personnel. Staff training programs focused on customer service excellence. A feedback management system to track guest satisfaction and respond to issues promptly 	<ul style="list-style-type: none"> Project Sponsor: John Uduaghan Project Manager – Franklin Chiaha 		
		Role	Assignee	% Inv.
		Project lead	Phillipa Onukwu	
		Team member	Tele Shittu, Oluwaseun Adeyinka, Sharma	
Benefits	Costs	Dependencies		
<ul style="list-style-type: none"> Improved customer satisfaction and loyalty. Enhanced reputation of the RA guest house. Better service standards that differentiate the RA guest house from others. Positive feedback loops that support ongoing improvement efforts 	<ul style="list-style-type: none"> After discovery phase the costs of the project will be defined. 	<ul style="list-style-type: none"> Support of Facility Managers required 		