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|-------|----------------|--|-----|------------|
| ホテル名 | 千の杜・斎王の宮・月夜見の座 | | | |
| ホテル概要 | 地域 | 中部 | 客室数 | 68室、28室、6室 |
| | 所在地 | 三重県伊勢市佐八町池の上 1165-1 | | |
| | URL | https://www.sennomori.com/ https://www.saiounomiya.com/ https://www.tsukiyominoza.com/ | | |

| | |
|-------|--------------------|
| テーマ | スキルマップの導入② |
| カテゴリー | 人材育成・定着化 |
| 部門 | フロント、予約、営業、接客、サービス |

| 改善の背景 | フロント接客スタッフの3館の協力体制 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 改善の内容 | (改善前) 3館のフロント接客スタッフの各館での業務のバラつき | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | (改善後) 3館のフロント接客スタッフのレストランの業務レベルの確認 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <table border="1"> <thead> <tr> <th colspan="2"></th> <th colspan="18">料理出し会場別評価</th> <th>D</th> <th>C</th> </tr> <tr> <th colspan="2"></th> <th>スタッフ①</th><th>スタッフ②</th><th>スタッフ③</th><th>スタッフ④</th><th>スタッフ⑤</th><th>スタッフ⑥</th><th>スタッフ⑦</th><th>スタッフ⑧</th><th>スタッフ⑨</th><th>スタッフ⑩</th><th>スタッフ⑪</th><th>スタッフ⑫</th><th>スタッフ⑬</th><th>スタッフ⑭</th><th>スタッフ⑮</th><th>スタッフ⑯</th><th>スタッフ⑰</th><th>スタッフ⑱</th><th>スタッフ⑲</th><th>スタッフ⑳</th> </tr> </thead> <tbody> <tr> <td rowspan="6">千の杜</td> <td rowspan="3">レストラン</td> <td>満</td> <td>B</td><td>C</td><td>C</td><td>C</td><td>C</td><td>D</td><td>C</td><td>-</td><td>D</td><td>C</td><td>C</td><td>-</td><td>B</td><td>-</td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>20</td> <td>B</td><td>B</td><td>B</td><td>C</td><td>B</td><td>C</td><td>D</td><td>C</td><td>-</td><td>D</td><td>C</td><td>C</td><td>-</td><td>B</td><td>-</td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>10</td> <td>A</td><td>B</td><td>B</td><td>B</td><td>A</td><td>A</td><td>D</td><td>A</td><td>-</td><td>D</td><td>B</td><td>C</td><td>-</td><td>A</td><td>-</td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td rowspan="3">ふれあい</td> <td>満</td> <td>C</td><td>C</td><td>B</td><td>C</td><td>C</td><td>C</td><td>D</td><td>C</td><td>-</td><td>D</td><td>C</td><td>C</td><td>-</td><td>B</td><td>-</td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>10</td> <td>B</td><td>B</td><td>B</td><td>C</td><td>C</td><td>C</td><td>D</td><td>C</td><td>-</td><td>D</td><td>C</td><td>C</td><td>-</td><td>B</td><td>-</td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>5</td> <td>B</td><td>B</td><td>B</td><td>B</td><td>B</td><td>B</td><td>D</td><td>B</td><td>-</td><td>D</td><td>B</td><td>C</td><td>-</td><td>A</td><td>-</td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td rowspan="6">斎王</td> <td rowspan="3">時乃番</td> <td>満</td> <td></td><td></td><td></td><td></td><td></td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td></td><td>A</td><td>D</td><td>B</td><td>C</td><td>B</td><td>C</td><td></td> </tr> <tr> <td>15</td> <td></td><td></td><td></td><td></td><td></td><td></td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td></td><td>A</td><td>D</td><td>B</td><td>B</td><td>B</td><td>B</td><td></td> </tr> <tr> <td>5</td> <td></td><td></td><td></td><td></td><td></td><td></td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td></td><td>A</td><td>A</td><td>A</td><td>A</td><td>A</td><td>A</td><td></td> </tr> <tr> <td rowspan="3">聖火</td> <td>満</td> <td></td><td></td><td></td><td></td><td></td><td></td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td></td><td>A</td><td>C</td><td>B</td><td>C</td><td>B</td><td>C</td><td></td> </tr> <tr> <td>6</td> <td></td><td></td><td></td><td></td><td></td><td></td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td></td><td>A</td><td>B</td><td>B</td><td>B</td><td>B</td><td>B</td><td></td> </tr> <tr> <td>3</td> <td></td><td></td><td></td><td></td><td></td><td></td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td></td><td>A</td><td>A</td><td>A</td><td>A</td><td>A</td><td>A</td><td></td> </tr> <tr> <td rowspan="3">月夜見</td> <td rowspan="3">部屋食</td> <td>2</td> <td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td></td><td>D</td><td></td><td></td><td></td><td></td><td></td><td>A</td> </tr> <tr> <td>1</td> <td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td></td><td>A</td><td></td><td></td><td></td><td></td><td></td><td>A</td> </tr> <tr> <td></td> <td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td>-</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </tbody> </table> | | | 料理出し会場別評価 | | | | | | | | | | | | | | | | | | D | C | | | スタッフ① | スタッフ② | スタッフ③ | スタッフ④ | スタッフ⑤ | スタッフ⑥ | スタッフ⑦ | スタッフ⑧ | スタッフ⑨ | スタッフ⑩ | スタッフ⑪ | スタッフ⑫ | スタッフ⑬ | スタッフ⑭ | スタッフ⑮ | スタッフ⑯ | スタッフ⑰ | スタッフ⑱ | スタッフ⑲ | スタッフ⑳ | 千の杜 | レストラン | 満 | B | C | C | C | C | D | C | - | D | C | C | - | B | - | | | | | | 20 | B | B | B | C | B | C | D | C | - | D | C | C | - | B | - | | | | | | 10 | A | B | B | B | A | A | D | A | - | D | B | C | - | A | - | | | | | | ふれあい | 満 | C | C | B | C | C | C | D | C | - | D | C | C | - | B | - | | | | | | 10 | B | B | B | C | C | C | D | C | - | D | C | C | - | B | - | | | | | | 5 | B | B | B | B | B | B | D | B | - | D | B | C | - | A | - | | | | | | 斎王 | 時乃番 | 満 | | | | | | - | - | - | - | - | - | | A | D | B | C | B | C | | 15 | | | | | | | - | - | - | - | - | | A | D | B | B | B | B | | 5 | | | | | | | - | - | - | - | - | | A | A | A | A | A | A | | 聖火 | 満 | | | | | | | - | - | - | - | - | | A | C | B | C | B | C | | 6 | | | | | | | - | - | - | - | - | | A | B | B | B | B | B | | 3 | | | | | | | - | - | - | - | - | | A | A | A | A | A | A | | 月夜見 | 部屋食 | 2 | - | - | - | - | - | - | - | - | - | - | - | | D | | | | | | A | 1 | - | - | - | - | - | - | - | - | - | - | - | - | | A | | | | | | A | | - | - | - | - | - | - | - | - 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| | | 料理出し会場別評価 | | | | | | | | | | | | | | | | | | D | C | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 千の杜 | レストラン | 満 | B | C | C | C | C | D | C | - | D | C | C | - | B | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | 20 | B | B | B | C | B | C | D | C | - | D | C | C | - | B | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | ふれあい | 満 | C | C | B | C | C | C | D | C | - | D | C | C | - | B | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | 10 | B | B | B | C | C | C | D | C | - | D | C | C | - | B | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | 5 | B | B | B | B | B | B | D | B | - | D | B | C | - | A | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 斎王 | 時乃番 | 満 | | | | | | - | - | - | - | - | - | | A | D | B | C | B | C | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | 15 | | | | | | | - | - | - | - | - | | A | D | B | B | B | B | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | 5 | | | | | | | - | - | - | - | - | | A | A | A | A | A | A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 聖火 | 満 | | | | | | | - | - | - | - | - | | A | C | B | C | B | C | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | 6 | | | | | | | - | - | - | - | - | | A | B | B | B | B | B | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | 3 | | | | | | | - | - | - | - | - | | A | A | A | A | A | A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 月夜見 | 部屋食 | 2 | - | - | - | - | - | - | - | - | - | - | - | | D | | | | | | A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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