

Rest Easy Hotels Change Request Impacts

Following are possible change request impacts. These impacts need to be defined and sized relative to the cost and schedule.

Change request: You have been asked to train the new hotel employees on the current Rest Easy Hotels procedures. This is potentially a significant increase in the scope of the project because your project was not doing this level of training at the other 20 hotels. Therefore, your team must:

- Spend time at the new hotels to compare their current processes with Rest Easy Hotels' processes.
- Develop additional training materials to train on the procedures of the Rest Easy Hotels.
- Locate and train a French-speaking instructor for the hotel in Paris and an English speaking instructor for the hotel in Hawaii. These instructors might be the same people who do the new system training or might be different.
- Define the facilities required for the training.

To ensure that the training recently developed for the Rest Easy Hotels' Improvement Project meets the needs of these new employees, you must:

- Visit both new hotels to see if the new employees are already using an automated system. If so, their training might need to be adjusted accordingly
- Communicate with the other members of the Rest Easy Hotels' Improvement Project Team to see if the two new hotels will receive the same new system as the other 20 hotels
- Make modifications to the existing training to prepare for translation into French for the Paris hotel, and customize the training where required
- Read the current facilities specifications again to ensure that they satisfy the needs of the new hotels
- Identify, train, and schedule a French-speaking instructor to deliver the training in Paris

To deliver the training, you must:

- Coordinate the training within one week of installation with the other members of the Rest Easy Hotels' Improvement Project Team
- Work with the on-site hotel coordinators to schedule the facilities and invite the employees to the training
- Deliver the training in both hotels