

Project RE: ACT (Syncx to Serve): An Experiential Learning Theory (ELT)-Based Team-Building Module For Hotel Employees

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ABSTRACT

Project RE:ACT (SyncX to Serve) was a team-building programme conducted for hotel employees. The programme was created based on a needs analysis, which showed that communication, teamwork, problem-solving, and emotional management were important areas to improve among the staff. This programme used an experiential learning approach, where participants learned through talks, group activities, discussions, and games sessions. A total of 45 staff joined the programme, and 42 completed all three submodules. The three submodules were Speak, Listen & Connect, Think, Talk & Solve, and Emotion to Empowerment. A pre-test and post-test were used to measure the effectiveness of the programme. The results showed that participants improved in several areas, especially in communication, teamwork, problem-solving, and emotional intelligence. Overall, Project RE:ACT (SyncX to Serve) helped participants build better workplace skills and encouraged positive interaction among hotel employees.

Keywords: communication, teamwork, problem-solving, team-building, hotel employees

INTRODUCTION

This report documents our programme, Project RE:ACT (SyncX to Serve), which was conducted on 18 and 19 June 2026 from 2.00 pm to 4.00 pm at a Kuching hotel organisation. The name of “Project RE:ACT (SyncX to Serve)”, which means to reassess, reconnect and rethink, was chosen by us after considering the objectives that we want to achieve by the end of the programme. This programme was organized as a community-based counselling programme that focused on improving communication, teamwork, and positive interaction among hotel employees. The programme aimed to create awareness of the importance of effective communication in the workplace, especially in maintaining good relationships, reducing misunderstandings, and strengthening cooperation among staff.

Before the programme was developed, a needs analysis was conducted to understand the current issues, challenges, and needs of the selected community. Through the needs analysis, it was found that communication and teamwork were important areas that needed attention among the participants. Based on the findings from the needs analysis, the module for Project RE:ACT was created to address these needs practically and engagingly. The activities in the module were designed to encourage participants to communicate clearly, build trust, cooperate in groups, and reflect on their role in creating a positive workplace environment. Other than that, the data obtained through the post-programme evaluation is then elaborated in the discussion. Reflection and improvement for future programme implementation are also included for future reference.

Project RE:ACT was relevant because effective communication, teamwork, problem-solving, and emotional management are important soft skills in hospitality settings. In hotel work, employees often need to coordinate across departments, respond to guest needs, and manage interpersonal challenges under time pressure. Previous hospitality research shows that internal communication is associated with important employee outcomes such as