



National Hotel Chain CLIENT	Hospitality & Physical Assets INDUSTRY	Engage · Optimise DELIVERED AS	Power Apps	Microsoft 365
			Governance & Best Practice	Hands-on Labs

POWER APPS & MICROSOFT 365 TRAINING

Bespoke Power Apps and Microsoft 365 training for a national hotel chain

We built and delivered training tailored to a national hotel chain's own Power Apps and Microsoft 365 setup, and trained the team on Power Apps governance and best practice, so staff could use the tools the business had rolled out and keep the estate secure and maintainable.

01

THE CHALLENGE

A national hotel chain had rolled out Microsoft 365 and a set of custom Power Apps to run things like maintenance logging, stock checks and guest-facing tasks across its properties. The technology was in place, but the skills were patchy. Off-the-shelf training covered generic Microsoft 365, not the chain's own apps or the specific ways its teams were meant to work, so staff fell back on old habits and the apps went underused. Just as importantly, the apps were growing without much in the way of governance, no clear environment strategy, naming or lifecycle standards, and little guarding against the data sprawl that comes when anyone can build. With the high staff turnover that comes with hospitality, the chain needed training that matched its exact setup, brought new starters up to speed quickly, and put proper guardrails around how apps get built and run.

02

THE APPROACH

Rather than hand over a generic course, we built the training around the chain's own environment. We sat with the business to understand how each Power App was actually meant to be used on the floor and in head office, then wrote a bespoke curriculum that taught those apps alongside the everyday Microsoft 365 tools they connect to. Delivery was hands-on, staff worked in their real apps against realistic hospitality scenarios rather than watching slides, so a housekeeping or maintenance team member finished a session able to do the job, not just describe it. Alongside the day-to-day use, we trained the team on Power Apps governance and best practice: how to structure environments, apply data loss prevention and managed-environment guardrails, follow naming and application lifecycle standards, and keep citizen-developed apps secure, supportable and maintainable as the estate grows. We pitched all of it for a mixed-confidence, high-turnover workforce, keeping it practical and repeatable so it keeps paying off as new people join.

National Hotel Chain



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INDUSTRY

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03

THE OUTCOME

Staff across the properties came away able to use the chain's Power Apps and Microsoft 365 tools the way they were designed to be used, and the apps the business had invested in stopped gathering dust. Just as valuable, the people building and maintaining those apps now work to a shared set of governance and best-practice standards, so the estate is more secure, more consistent and far easier to support as it grows. Teams were quicker and more consistent on the tasks the apps support, head office got cleaner data flowing back from the floor, and the chain now has a training approach it can run again every time it opens a property or takes on new staff, instead of watching adoption and good habits reset with every intake.

04

SUMMARY & BENEFITS

- ✓ Training built around the chain's own Power Apps and Microsoft 365 setup, not a generic course.
- ✓ Hands-on delivery in the real apps, pitched for a mixed-confidence, high-turnover workforce.
- ✓ Power Apps governance and best practice, environments, data loss prevention and lifecycle standards, so the estate stays secure and maintainable.
- ✓ A repeatable enablement approach for new properties and new starters.

Want a result like this?

Talk to us about your own challenge — info@firsttech.digital or +27 10 501 0800.

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