

CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

The placement chosen by the writer is in the HouseKeeping Department. The HouseKeeping Department is the center of Hotel rate at the hotel which handles all cleaning rooms and cleaning area hotels.

Position	Date	Shift
Hotel and Residence	24 July 21 – 25 December 21	Morning (8 AM-5 PM)
Public Area	24 July 21 – 25 December 21	Morning (7 AM- 4 PM)

Table 3.1 Periods and Times of Work

Each department cannot stand alone without the support of other departments. During the operations, the Housekeeping Department requires coordination with other departments to ensure a smooth operation in the hotel.

1. Housekeeping Department – Front Office Department:
 - a. The Front Office Department provides guest check-in and check-out information to the Housekeeping Department.
 - b. Housekeeping team will notify the front office team if the room is ready for sale or ready for guests.
2. Housekeeping Department – Engineering Department
 - a. Housekeeping provides information if there is damage in the guest room or around the hotel that needs to be taken care of by the Engineering Department
 - b. The engineering department will contact the housekeeping department if there are areas that are dirty due to system repairs made by the engineering department.
3. Housekeeping Departement – Kitchen Department
 - a. Housekeeping will help inform the Kitchen Department if guests have certain requests related to food.
 - b. Housekeeping will help inform guests if guests are on their birthday or anniversary to the Kitchen Department to provide cakes.

B. Job Description and Experience in Housekeeping Department

Writers during real working practices at Ritz Carlton Jakarta Pacific Place gain new knowledge and experiences and valuable opportunities on how to work in real time

in hotels, especially in housekeeping departments. Writers work for a minimum of 9 hours a day, but if things are very busy, writers are expected to do overtime. During the 6-month training period, the author has the opportunity to help in the section:

1. Room Attendant Hotel

The author had the opportunity to help in the room attendant section of the hotel for approximately 2 months. What the author did while helping in the room attendant included:

- a. Set up trolleys with amenities and linens. In the morning before doing the make up room, the author prepares a trolley in advance with sufficient amenities according to the number of rooms to be worked on and can be seen on the worksheet. If there are amenities that feel less, you can ask the storekeeper. Then prepare a trolley containing linen and towel, all linens and towels have been delivered by the houseman to the landing area then neatly to the linen trolley and the order of placement and not random to make it easier.
- b. Work in a room that has been checked out. If you have received a notification from the leader that the room in the worksheet has been checked out then the author will immediately go to the room to make up room with trolley amenities and linen trolley. Then do the cleaning of the room according to the existing SOP.
- c. Turn down service. When it's 4 p.m. the author will descend on the office to pick up the worksheet turndown then return to the 22nd floor to set up a trolley with amenities turned down. When it is ready when it is to do a turn down for each room filled or occupied.
- d. Do room projects. Room projects can be done in accordance with the directions of the leader and are usually notified by the supervisor. When doing the project, the room must be dismantled and cleaned with details to a place that has never been touched when doing a makeup room.

2. Public Area

The author has the opportunity to help in the Public Area section for approximately 1 month. What the author did while helping in the Public Area include:

- a. Secure the area that has been determined by the shift leader by doing general cleaning in the morning and evening before returning home.
- b. Routinely check the restroom of each area and floor and make sure it is clean, safe, not muddy, and amenities are complete.
- c. Project, usually done when there is a directive from the shift leader to clean areas that are difficult to reach or never cleaned.
- d. Vacuum the ballroom when the event is over and when the event will begin.

C. Problems and Solution

Actually in this industrial placement , the author does not feel too many obstacles in implementing industrial placement. Maybe only in the first few weeks the author has difficulty adjusting the situation because it has to work according to the SOP provided by the hotel properly and correctly.

On this occasion the author tried to give advice on the problems experienced during pkn at Ritz Carlton Jakarta, Pacific Place:

- Increase in the amount of labor

According to the housekeeping department at Ritz Carlton Jakarta, Pacific Place should increase the number of workers that the author currently feels is lacking. The section that the author feels requires the addition of people as soon as possible is the room attendant and public area, due to the large workload but the amount of labor is less. Even sometimes to have to work overtime due to lack of manpower, and rely too much on trainees so that the slight comparison of staff and trainees makes the performance and service produced for 5-star hotels feel less.

- Cooperation between departments

According to the author, cooperation between departments, especially in room division, is still lacking. Based on experience there is still an attitude of throwing problems at each other when there are complaints and so forth, and also throwing each other jobs that should be other departmental job desks but sometimes a burden to the housekeeping department.