CHAPTER III

TRAINEE PERFORMANCE

A. **Placement and Coordination**:

Every hotel is run by the hotel staff. In order to run such a huge business, hotels need to divide the staff into departments. Even so, each and every department has to be able to work in harmony to keep the business running smoothly.

For the industrial placement that the writer will be facing, the writer decided to choose a specific department and that is the housekeeping department. Therefore in this chapter, the writer will explain more about how the housekeeping department is related to the other departments.

1. Front Office Department – Housekeeping Department

The correlation between the two departments are more into the room status. In order to book a room for the guests, the front office department has to make sure that there are rooms that are available. The room's availability is based on the housekeeping department. When they successfully clean a room, they will change the room status so that the front office will be able to reserve it for the next guest.

2. Engineering Department - Housekeeping Department

The housekeeping department is very dependent on the maintenance of the hotel to keep things in order. Therefore, the housekeeping needs the engineering department to maintain the well being of the facilities. Aside from that, the housekeeping may also find some troubles such as dripping faucets or maybe malfunctioning air conditioners. These troubles could also be helped by the engineering department.

3. Sales and Marketing Department - Housekeeping Department

The sales and marketing department is in charge of informing about the occupancy forecast to the housekeeping. Knowing about the forecast, the housekeeping department will be able to set budgets for the future needs and also future incomes.

4. Food and Beverage Department - Housekeeping Department

The housekeeping department will be included to help whenever there are banquet events like weddings or birthday parties. Not only that, the Fnb and housekeeping department also need to coordinate the amenities in the guest room like a mini bar and also welcome drinks.

5. Human Resources Department - Housekeeping Department

Coordination between the two departments are needed to do an acquisition of new staff to maintain the quality of work ethics. Not only that but coordination is also needed to compensate the housekeeping staff members.

6. Security Department - Housekeeping Department

The security is responsible to prevent any unwanted incidents such as theft or any other crimes in the hotel that would endanger the staff members or even the guests.

B.   Job Description

Throughout the industrial placement, the writer was assigned to two different outlets. Those outlets were room and public area. Each outlets also have different job descriptions as explained below:

1. Room

In this outlet, the job descriptions are divided into two. The first one is 'Room'. In this part of the job, the shift starts at 9AM. The writer was paired with a staff that will later be assigned with a few rooms to clean. The average number of rooms that are assigned to the staff each day are 13 rooms maximum. But it will be customized with the percentage of the day's occupancy.

The other job in this outlet is called 'Pomed' which is also known as 'Preventive Maintenance'. This is a 3-men-job, which usually consists of a trainee, a staff and a supervisor. In this 'Pomed', the three people that are assigned are required to deep clean 5 rooms in two days.

2. Public Area

Unlike room, public area basically have the same job description but are divided into several shifts. There is a 7AM shift, Locker that starts at 9AM, 11AM shift and 12PM shift. When assigned in the public area, the writer is required to take care of the guest area such as the lobby entrance, lobby, restaurants, guest toilets as well as meeting rooms.

C.   Problem and Solution

Throughout the industrial placement, the writer faced several problems that were able to be solved after. The problems and solutions that the writer had are as listed below:

1. Adaptation

   Entering a new environment, adaptation is a normal problem to face. The writer took several weeks before being able to adapt with the hotel's working pace. In order to be able to catch up, the best solution was for the writer to be active. Active in asking questions regarding the job descriptions and also active in asking for feedback.

2. Miscommunications

   Throughout the industrial placement, some miscommunications occurred in doing the job. Since the writer communicates through a group chat in Whatsapp, sometimes some jobs were skipped due to the amount of notifications and chat bubbles that the writer did not realize that the writer was asked to do. Therefore, the writer then makes sure to be more careful in checking the group chat.