

CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

During current Industrial Placement Program, the writer decided to choose in Housekeeping division. The Industrial Placement is from 12 July 2021 until 11 January 2022. Housekeeping division is one of the most important division in hotels. In Mandarin Oriental, Housekeeping also have coordination with other department, such as

- 1) Coordinating to the FO about the room status in the system, to prevent any discrepancies.
- 2) Preparing an Expected Arrival rooms for the day to the FO.
- 3) Report any guest's lost and found items to the FO.
- 4) Coordinating to Engineering to report any defected items in the room or mechanical failure.
- 5) Make a request to Engineering to renovate or refresh the room.
- 6) Preparing a clean and ready showing room to the Sales and Marketing.
- 7) Inform updates about showing room totals and room sold to the Sales and Marketing.
- 8) Coordinating to Laundry about any guest lost laundry, stained or defected laundry items.
- 9) Pick up any laundry items in the room corridor.
- 10) Request any purchasing Housekeeping needs and items to the Purchasing.

Their general duties are to maintain the cleanliness of the hotel property with purpose of making the guest staying more comfortable.

As the author has chosen to be placed in Housekeeping division, there are multiple job descriptions as a hotel housekeeper or room attendant trainee, such as:

- 1) Replace bed linens and make the bed.
- 2) Dispose trash and soiled linens.
- 3) Dust all surfaces, from the top to bottom until spotless.
- 4) Wipe all glass and mirrors until clean.

- 5) Clean and scrub the toilet along with shower room, bath tub, washbasin and mirror.
- 6) Restock amenities, such as coffee, tea, sugar, water bottle, toilet amenities and towels.
- 7) Lastly, vacuum the carpet floor until 1 meter to the corridor and spray air freshener to the room.

B. Job Description

Housekeeping trainee in Mandarin Oriental is divided by public area outlet and room outlet. In first three months, the writer is placed in public area outlet. There are 2 kinds of allocation, locker and public area 7 a.m., 9 a.m. and 12 p.m. shift. Many time, the writer often gets the 12 p.m. shift that in charges in area. Which, the writer has daily duties or project from seniors. Such as, vacuum, dusting and mop the restaurant or deep cleaning the public toilets.

In room outlet, the trainees are tandem with the seniors, and sometimes trainees also asked to handle the room by themselves. For daily, we have 13 until 16 rooms to clean. Whether the rooms are occupied or vacant. The other one is POMED. POMED room means that the writer has to do a deep cleaning 2 to 4 vacant rooms in one day. The basic duties such as steam the bed to vanish any bed bugs, clean all of the glassware, deep cleaning the toilet and bathtub and replace the curtains. Two times, the writer also had the opportunity to be assigned in laundry to help with their daily activities, such as folding towels, tidying clean uniforms, rolling sheets and cloth using an ironing machine.



Figure 2.22 Using laundry roller machine



Figure 2.23 Using Swingo floor scrubbing machine

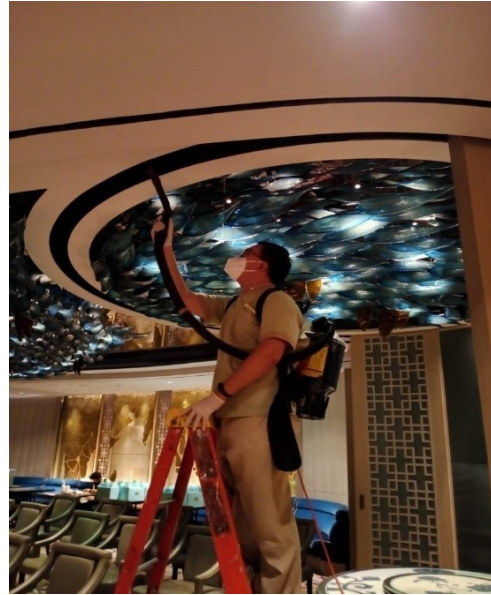


Figure 2.24 Using backpack vacuum



Figure 2.25 Cleaning guest lift and service lift



Figure 2.26 Vacuum ballroom corridor third floor and office corridor sixth floor

C. Problems and solution

During the first industrial placement, the writer had faced several difficulties. Below are the several problems the writer faced.

1. Adapting to the housekeeping's work flow

Needs time to adapt to the housekeeping's work flow. Because in housekeeping, the writer is required to work quickly and following the hotel's standard but effective to catch up the required time to be a skillful housekeeper. While responsible in area, the writer has to understand the work flow to expedite the tasks smoothly. This particular difficulty also pushed the writer to do the time management and understanding the flow more entirely.

2. Bedding while in charge in room

Struggles bedding for the first time. At first, making bed wasn't as easy as the author expected. Because previously, the author could only see it during online class. Although this is the first time working on bedding, the writer isn't able to do it quickly and neatly. The writer also told to practice the bedding continuously. The seniors give feedback that the writer should improve the bedding skills by practicing

more often while making up rooms. But after many times of practicing, the writer is finally able to do the bedding.

3. Lack of tools

If the author ordered to do the task, some of the tools are may be unavailable or broken. For instance, the window wiper / squeegee frequently disappears or taken by seniors. Also some of the vacuums are broken or also taken by seniors. The writer considers it is a difficulty, because it prevents the writer to do such task and it really consuming time. Moreover, the writer has to wait for another colleague to borrow the vacuum. It could happen unpredictably.

Those difficulties do motivate the writer to develop the skills and eagerly to explore deeper about housekeeping in many aspects. the writer also received feedbacks the writer received from the seniors to fasten up the work flow and be confident while working.