

CHAPTER 3

TRAINEE PERFORMANCE

A. Placement and coordination

At the beginning of the first internship, the writer was assigned to a laundry for three months. From 12 June 2019 to 2 October 2019. During the internship in the laundry department the writer worked for 6 working days and 1 day off with 8 hours. Trainees are not allowed to get middle or night shifts so the writer only works in the morning shift. The following is the work schedule in Laundry:

Morning shift	07.00 - 16.00 WIB
	08.00 – 17.00 WIB
Middle Shift	10.00 – 19.00 WIB
	13.00 – 22.00 WIB
Night shift	22.00 – 07.00 WIB

Table 3.1

Laundry work schedule

Morning shift	07.00 – 16.00 WIB
	08.00 – 16.00 WIB

Table 3.2

Trainee's laundry schedule

After finishing the laundry the writer moved to housekeeping for three months. Starting from 9 October to completion in December. In housekeeping also the writer works for 6 days and 1 day off and trainees also get morning shifts. With the morning shift schedule as follows:

Preparation	08.30 WIB
Morning shift	09.00 – 16.30 WIB

Table 3.3

Trainee's housekeeping schedule

Department laundry collaboration with the engineering department when the machines in the laundry are damaged so the technician can check the damage to the machine and repair it immediately. Likewise, the housekeeping department also has a collaboration with

the engineering department when something in the room is broken, housekeeping tells the engineering to fix it immediately.

B. Job Description

1. Laundry Department

Beginning first time working in the laundry department of the writer start with identifiers of various linen such as towels, bed sheets, duvets, napkins, and pillow cases from hotels and other hotel clients and then an introduction to the various types of machines used in the laundry. The first work of the writer is taught how to fold towels from hotels to towels that have other hotel clients such as FX, CP, Gunawarman, MEA, Harriston, Paradigm, and others. After the towel is folded the author is also taught how to package according to the number and after that the company name is written, the number of items, write the name of the package.

Second, the writer is taught how to use a roll machine starting from how to roll pillow cases, bed sheets, duvets, and napkin. for a pillow case, how to roll it only enough to put it on the machine after it is trimmed and in front of the machine only need to take it. Next to roll bed sheet requires four people two people who roll and both back up in front after it is folded and how to take the edge of the bed sheet and put in a machine that is being run while being pulled aside to keep it neat. If for a duvet, it's almost the same as a bed sheet, but it has to be really pulled aside so that the duvet is neat and also the lowest fabric duvet must also be put into the duvet.

Third, the writer uses a washing machine by entering linen such as bed sheets or towels into the washing machine and closed, after that pressing the exit button after that the auto button then select the wash button then press the run button to start the washing process after it is finished just released and put into the trolley to be brought to the tumbler machine to dry and how to use it put the washed linen into the tumbler machine then close and press the start button to dry the linen after it is put into the trolley.

Fourth, the writer studies the use of pressing machines to smooth shirts and hotel uniforms by starting from pressing on the collar and hand of the shirt after that continues to the back of the shirt, then only at the front of the shirt and then hung using a hanger.

Finally, the writer works in the chute section and his job is to separate linen materials such as duvets, bed sheets, pillow cases and towels and after that count the number of all

new things put into the trolley to be taken to the laundry for the washing and drying process can be used in hotels.

2. Housekeeping Department

Now at housekeeping the writer and the other trainees work as room attendants with other room boys and at housekeeping the writer works according to the floor division that has been chosen and also the room boy after that is taught how to clean the room from first ringing the bell while saying housekeeping then enter and clean the guest bathroom then the room is dusted, making bed then complete the supplies such as drinking bottles, sugar, cream, coffee, tea and others and also available in the bathroom such as soap, shampoo, cutten bag, shower cap, brushing teeth, towels and much more, then the room is vacuum using vacuum machine and finally mopping.

The Athlete Room is a room specifically for Athlete guests who will stay at this hotel. the writer will be taught how to clean the room which starts from the first is knock on the door while saying housekeeping then go in and replace the plastic dust bin with a new one, change the towel, make the bed, the room in the vacuum using the vacuum machine and finally the room floor is mopping.

C. Problems and Solution

1. Problems

- a. The writer has problems in working speed because speed is still very slow.
- b. The writer also has problems in the initiative section because in his work the initiative is still less confused after what else he wants to do.
- c. The writer also has problems in part to remember what the seniors have taught.

2. Solution

- a. The writer will strive so that speed can be increased so that workers can finish quickly.
- b. The writer also seeks to initiative so that the work already knows what to do so as not to ask again like what to do again.

- c. When the writer does not remember anything that has been taught by the senior, then the effort made by the writer is to write what things are taught by the senior on the note so that he can remember again.