

CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

As a trainee at the Housekeeping Department, the writer has been placed in different section. In the first three months, the writer was positioned as a linen attendant. And for the last three months, the writer was positioned as a room attendant.

In Oakwood Hotel & Residence Surabaya, the working days is 5-2 or five days work with nine working hours and two days off. For the schedule, writer only got two shift such as morning shift start from 8 AM until 5 PM and middle shift start from 12 PM until 9 PM

For the coordination, Oakwood Hotel & Residence Surabaya has many departments and all departments cannot work alone. All departments are connected. There are several coordinations between Housekeeping Department and other departments, such as :

1. Coordination between Housekeeping Department and Front Office Department.

Front Office Department informs to Housekeeping Department if there are guests check ins so Housekeeping will prepare the room for the guests. Housekeeping Department then informs about room status to Front Office Department. The room status must be updated to avoid problems, such as room discrepancy, guest arrival and departure.

2. Coordination between Housekeeping Department and Engineering Department.

Engineering Department is responsible for the maintenance and repairs of all damage goods in the hotel. Housekeeping Department will report to Engineering Department if they find any damage in the hotel. For example, when Housekeeping Department finds an air conditioner not working, they will contact the Engineering Department.

3. Coordination between Housekeeping Department and Purchasing Department.

Purchasing Department purchases all the goods that Housekeeping use for daily work, for example, chemical and guest amenities.

B. Job Description

Housekeeping Department has three sections such as linen attendant, laundry attendant and room attendant. In Oakwood Hotel & Residence Surabaya, the writer is trained as linen attendant and room attendant. Below are the main job description for linen attendant and room attendant.

1. Linen Attendant Job Description.

Writer is placed as linen attendant first. And all the associate must join the morning briefing every day at 8 AM. The supervisor, Assistant Executive Housekeeper usually leads the briefing. Sometimes, the Executive Housekeeper leads the morning briefing too. After morning briefing, writer usually prepares linen, fresh uniform for the associates and sort all the dirty uniform, linen based on the type. For example, as for the linen, there are sheet, towel and duvet cover. For the uniform there are shirt, trousers, jacket, cook jacket, suit and many more. The dirty uniform and linen sorting must be finished before 12 PM because the laundry service usually arrived at hotel at 12 PM. As a linen attendant, writer has to make sure the linen storage and amenities storage must be clean and tidy.

Below are the job description of linen attendant as per standard in Oakwood Hotel & Residence Surabaya :

- a. Give the professional services to guests.
- b. Prepare linen and uniform, and make a note every day.
- c. Receive dirty linen and guest laundry, sorting and counting before being given to laundry service.
- d. Make sure all linen in good condition.
- e. Report to supervisor for all the problems happen.
- f. Report the broken linen or uniform to supervisor.
- g. Count the linen par stock.

2. Room Attendant Job Description.

Before start working, room attendant must join the morning briefing. In the morning briefing, the supervisor gives the daily assignment sheet. After morning briefing, writer prepares all linen, towels and guest amenities and sets them up in trolley and pantry.



Figure 3.1. Room Attendant Trolley

1 : Vacuum cleaner.

2 : Guest supplies and amenities such as soap, dental kit, comb, vanity kit, hair cap, sanitary bag, sewing kit, shaving kit, tea, coffee, sugar, notepad, pencil, detergent.

3 : Carry caddy. Consist of chemical, sponge, hand brush, cloth.

4 : Bag to put soiled linen.

5 : Sheet king, sheet twin, duvet cover king and duvet cover twin.

6 : Bath towel and hand towel

7 : Pillow case, face towel, bathrobe and bathmat

8 : Bag covered with a big trash bag to put all the trash

After preparing the trolley, writer starts to clean the entire room including making beds, cleaning bathroom, changing all the linen, dusting, vacuuming, and restocking the amenities according to Standard Operational Procedures. After cleaning the room, room attendant has to report to supervisor so they can check the cleanliness of the room and change the room status so Front Office Department can sell the room. Because Oakwood Hotel & Residence Surabaya is a residence hotel, there are some long stay guests. The room for the long stay guests must be cleaned three times a week.

If writer found an item in vacant dirty room, it must be reported to the order taker so the item can be recorded as lost and found item.

Below are the job description of room attendant as per standard in Oakwood Hotel & Residence Surabaya :

- a. Complete the room attendant report.
- b. Clean and prepare the hotel rooms.
- c. Report lost and found, defective room and damaged items.
- d. Clean up housekeeping pantry.

- e. Maintain corridor cleanliness.
- f. Respond to guest request.
- g. Set up and clean the room attendant trolley every day.
- h. Check and clean the cleaning equipment such as mop, cloth, vacuum cleaner.

C. Problems and Solutions

During the Industrial Placement, writer found two problems in Housekeeping Department :

1. Problems.

- a. When writer ironed the associate scarf, writer set the iron temperature too hot so the scarf was damaged.
- b. When writer wanted to strip the linen in vacant dirty room, writer did not realize that the room was extended because the writer did not see the updated room status. So when the writer opened the room door. There was a guest inside the room.

2. Solutions.

- a. Writer apologized to the linen attendant because the scarf was damaged and helped to sew the damaged scarf.
- b. Writer apologized to the guest and luckily the guest was not angry at all. Writer informed the supervisor about the mistake and supervisor suggested to be more careful and check the updated room status before opening the room to avoid the mistake and get complains from guest.