

CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

As an apprentice at the housekeeping, the writer has been assigned to undergo a training program for 17 June 2019 – 16 December 2019. During this time, the writer was placed in several housekeeping departments such as :

Table 3.1

Trainee's Department Schedule

Date	Departments
June 17 – 23 July , 2019	Linen, Laundry, and Uniform
24 July - 1 October , 2019	Linen, Laundry, and Order Taker
2 October – 16 December , 2019	Room Attendant

This industrial placement was carried out by the writer for five working days with nine working hours and two days off each week. Trainee at the Oakwood hotel were not permitted to get the night shift, so the author gets morning and middle shifts. The schedule for the Oakwood Hotel internship is as follows:

Table 3.2

Trainee's Working Shift

Morning shift	07.00 – 16.00 WIB
Afternoon shift	12.00 – 21.00 WIB
Night shift	15.00 – 00.00 WIB

At the hotel industries, all departments were connected in carrying their duties and work. There some duties in housekeeping like cleanliness, tidiness, and comfort. From the duties, it will provide a sense of satisfaction and safety for the guest itself. The main purpose of the housekeeping department is to maximize the management effective and efficient in providing services to the guest. The housekeeping department also needs to coordinate with another such as Front office, engineering or security.

The same duty from housekeeping department and engineering or security is to make the guest feel safe and comfortable at their rooms. This two departments aims the rooms free from theft, robbery, damage, and fire. The security must work carefully because doesn't rule out the possibility if any bomb or terrorist want to attack the hotel or the guest. However, the duty of housekeeping department not just for clean up the rooms and area but also to maintain a sense of safety.

B. Job Description

At first placement as a linen, laundry and uniform attendant, the writer is taught how to sewing clothes, pressing, organize linen properly, handle guest laundry, organizing the clothes of the staff and do closing at the end of the month. Beside that, the writer also taught how to answer phone when there's no order taker or anyone at office. This the example how to answer from inside the hotel like example, *"Good morning / afternoon / evening, Housekeeping. This is "name" , how may I assist you ?"*. The writer must do the greetings even the writer know who called and from what department.

At second placement at July the writer moved position as a order taker. The writer felt very helped while undergoing industrial placement as order taker, because the writer more or less already know how to receive phone from guest or other department. All the writer need to add is a way to call guest when the room is in DND (*Do Not Disturb*) position. Usually the order taker get information from room attendant, what room is in DND position. Then, the order taker must to check the region and take care of any notes from guest. Like the usual, the writer must do greetings in English and adjust so on. If no one answer the phone from the room, the writer have to contact Front Office first, tell the room is in DND position. After that, the writer must tell to room attendant who give the DND info that the room no respon.

At last placement at November, the writer moved to room attendant. This is a job that usually everyone thinks after hear the duty of housekeeping. But, as a room attendant also there are some several jobs have to done. Before doing work, the writer must receive direction or assignment from the floor supervisor and do morning briefing. The assignment can be a project for a week, month, and year. After that the writer start working with following the rules and regulation or the hotel SOP. The writer also have to update the room status so it won't cause any discrepancy. As the room attendant, the writer also have to keep the pantry clean and neat.

Housekeeping Department Job Description

a. Job Description Laundry and Linen Attendant

Main Duties :

- 1) To provide a courteous and professional service at all times.
- 2) To issue linen and uniforms, keep and maintain appropriate records of operation on daily basis.
- 3) To receive soiled/dirty items, guest laundry to sort and count them before sending to the Laundry.
- 4) To issue linen and uniforms on an "Exchange Basis Policy".
- 5) To inspect all linen that they are being used properly and are in good condition.
- 6) To inform the Supervisor of any evidence of misuse or other cases.
- 7) To ensure that ripped off, torn, or lost buttons or other similar defects are sent immediately to the tailor for repair.
- 8) To recommend the Supervisor for any discarded uniforms or linen.
- 9) To assist in counting Linen Room inventory.
- 10) To ensure that all uniforms and linen are properly stored.

Other duties :

- 1) To report for duty punctually, to wear the correct uniform and name badge at all times.
- 2) To provide a courteous and professional service at all times.
- 3) To maintain a high standard of personal appearance and hygiene at all times.
- 4) To maintain good working relationships with your own colleagues, and all other departments.
- 5) To have a complete understanding of the hotel's employee handbook and adhere to the regulations contained within.
- 6) To carry out any other reasonable duties and responsibilities as assigned.
- 7) To have a complete understanding of and adhere to hotel's policy relating to fire, hygiene, health and safety.

b. Order Taker Job Description

Main duties :

- 1) To report on duty on time in a clean uniform and neat appearance.
- 2) To maintain a high standard of personal appearance and hygiene at all times according to hotel standards.
- 3) To be familiar with all outlets of the hotel and be able to direct or answer inquiries from the guest.
- 4) To follow the set procedure in a emergency.
- 5) To abide by the hotel rules and regulations as printed in the Employee's Handbook.
- 6) To answer all telephone calls with a clear voice and politely using the correct phrases as required.
- 7) To record all guest orders by name, time room number, service required and valet in charge.

- 8) To record and pass guest complaints and requirements to Executive Housekeeper ,Assistant HK Manager or Supervisor on duty for immediate follow up.
- 9) To record all guest laundry items which have to kept in Laundry wardrobe by room number, number of items, date, kind of service and name of guest.
- 10) To post the vouchers on the daily sales report.
- 11) To prepare the vouchers separately dry cleaning pressing and laundry for individual billing and send to front office cashier by the end of the shift.
- 12) To list all vouchers in the daily laundry/valet sales book including the room number of each voucher.
- 13) To type interdepartmental letters and memos as required by the Housekeeping Manager.
- 14) To prepare the monthly production reports which are signed and checked by the Executive Housekeeper and submitted to the Accounting Department.
- 15) To prepare work orders, purchase requisitions, and guest supplies consumption, and stock on hand of Housekeeping - laundry and guest supplies etc. and to submit them to all department concerned, follow up when required.
- 16) To file all outgoing and incoming correspondence to and from all departments.
- 17) To file the daily sales report and guest laundry delivery records.
- 18) To keep the Housekeeping - Laundry Office clean all times.
- 19) To keep in contact with the HK - Laundry Attendant constantly during delivery and pick up time on the floors.
- 20) To prepare the Laundry and Dry-cleaning records for staff in house, guests and outside guests.
- 21) To prepare the daily delivery record of guest items.

- 22) To collect all incoming information from the pigeon hole pass to the appropriate person and distribute all memos to other department as required.
- 23) To perform duties common to all rank & file and non-supervisory personnel.
- 24) To do other duties assigned by Executive Housekeeper, such as assist in Hk-Laundry attendant duties as required or requirement
- 25) To prepare daily expected arrivals for the department head morning briefing.
- 26) To prepare morning master keys for distribution to the morning room attendants.
- 27) To trace any inquiries regarding Lost & Found.
- 28) To carry out any requests from floor supervisor to the responsible departments.
- 29) To inform the responsible individuals for additional VIP and updated rooms.
- 30) To print VIP lists for Assistant Manager and the office's board.
- 31) To check and endorse on master key control chart.
- 32) To issue outgoing records for repairs.
- 33) To update room status through telephone and computer.
- 34) To collect the Verification Report from Supervisors and submit to the Accounting Department.

Other duties :

- 1) To report for duty punctually wearing the correct uniform and name tag at all times.
- 2) To provide a courteous and professional service at all times.
- 3) To maintain good working relationship with colleagues, and all other departments.

- 4) To have a complete understanding of and adhere to the hotel's policy relating to fire, hygiene, health and safety.
- 5) To maintain a high standard of personal appearance and hygiene at all times.
- 6) To have a complete understanding of the hotel's employee handbook and adhere to the regulations contained within.
- 7) To carry out any other reasonable duties and responsibilities as assigned.

c. Room Attendant Job Description

Main Duties :

- 1) To check and verify room status report.
- 2) To complete the attendant's report.
- 3) To report:
 - a) Lost and Found items
 - b) Defective rooms
 - c) Damaged items
- 4) To clean and make up:
 - a) Bedroom
 - b) Living room
 - c) Bathroom
 - d) Walls & Carpets
 - e) Kitchen equipment ; refrigerator, washer, stove, etc.
- 5) To water plants in the rooms.
- 6) To report faded flowers.
- 7) To empty soiled linen.
- 8) To respond guest requests.
- 9) To tidy pantry and back area.
- 10) To leave the room attendants name card in the room.
- 11) To upkeep the cleanliness of corridors and surrounding back areas.

- 12) To spring clean rooms.
- 13) To clean and stock trolley daily.
- 14) To check and clean operating equipment (cleaning kit and vacuum cleaner).
- 15) To replace the water and flower in the bathroom vase according to the schedule.
- 16) To separate the OOO and spotted linen or towels.

Other duties :

- 1) To report for duty punctually wearing the correct uniform and name tag at all times.
- 2) To maintain good working relationships with your own colleagues, and all other departments.
- 3) To provide a courteous and professional service at all times.
- 4) To maintain a high standard in personal appearance and hygiene at all times.
- 5) To have a complete understanding of the hotel's employee handbook and adhere to the regulations contained within.
- 6) To carry out any other reasonable duties and responsibilities as assigned.
- 7) To be well groomed and neat at all times.
- 8) To have a complete understanding of and adhere to hotel's policy relating to fire, hygiene, health and safety.

C. Problems and Solutions

1. Problems

- a. The writer has problems in language when doing training as the order taker, especially guest from Japan that can't use English.
- b. The writer has difficulty when guest ask about recreation area around the hotel.

- c. The numbers of rooms requested does not match with the speed of working room.
 - d. The hotel sometimes lack of linen, especially at fill booked time.
2. Solutions
- a. The writer tried to learn the basic language and try to use body language (when meeting with guest face to face). Japanese people usually still do not understand English and the dialog used still unclear. The hotel provides Japanese class to at least minimize this problem.
 - b. The writer asked a lot of questions to other staff and searched on the internet about places around the hotel.
 - c. Increase the speed of making room without reducing quality by paying more attention to some important places first. For the important places usually pay more attention to stainless and linen cleanliness.
 - d. Tell the vendor to come twice. Because the hotel still haven't provided the own laundry, so the hotel still use laundry outside the hotel. The hotel also have three vendors with each different item, include napkin, linen, and towel.