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CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

Housekeeping is a department that handle the cleanliness, comfort, and beauty of the hotel area as well as the room. It is to make the guest that came to the hotel to stay would feel comfortable. Housekeeping department has divided into several sections like room, public area, linen, laundry, and uniform. Each department need to cooperate to make a good service. The coordination between housekeeping and other department, such as:

1. Housekeeping and Front Office

Rooms are part of front office and housekeeping concern. The housekeeping need to make sure there are rooms are ready so the front office would be able to sell room and make a reservation. The difference in room status always being controlled between these two department. The front office also provide the guests preference, so the housekeeping staff can provide the guests need.

2. Housekeeping and Engineering

Occasionally, there are problems in the rooms or public area that only can be take care by the engineering such as the waterways, electricity, and damage on the electronic furniture or items. The staff can report to the engineering when finding a problem and ask the engineering to fix it.

3. Housekeeping and Security

The security have a duty to keep the hotel safe for the guests and staff. When the housekeeping found anything suspicious, it can be report to the security.

Job Description

In these six months of industrial placement attendant in JW Marriott Jakarta, the writer has receive many knowledge as a laundry attendant and room.

1. Room Attendant

- a. To report for duty punctually wearing the hotel uniform and name badge at all times.
- b. To provide a courteous and professional service at all times.
- c. To maintain good working relationship with own colleagues, and all other departments.
- d. To have a complete understanding of and adhere to the hotel's policy relating to fire, hygiene, health and safety.
- e. To maintain a high standard of personal appearance and hygiene at all times.
- f. To carry out any other reasonable duties and responsibilities as assigned.
- g. Setup the housekeeping trolley
- h. Greet the guest with a smile and good gesture
- i. Open the curtain and turn on the lights
- j. Clean all trash
- k. Strip the linen in bed and bathroom
- l. Making bed neatly
- m. Clean the bathroom thoroughly and with detail
- n. Dusting until every corner in the room
- o. Vacuum from the corner of the room
- p. Complete the amenities and supplies
- q. Final check to the room
- r. Fill the worksheet and report the room status to the supervisor

2. Laundry Attendant

- a. To pick up laundry as the standard procedure
- b. Learn how to fill the laundry worksheet
- c. Record the guest laundry such as room number, name, the items to be laundry

- d. Check the guest laundry to find any damage, if there is any damage to the clothes then the staff would send an email to the guest to ask a permission to process the laundry
- e. Check the record of the guest laundry when going to deliver, that is to make sure the items are complete

B. Problems and Solution

1. Problems during the internship

- a. The writer missed to pick a guest laundry and the guest was upset because the laundry was not taken.
- b. There is a guest that vomit into the room carpet and whole bathroom, but the smell of vomit in the bathroom is not totally removed and the stain in the carpet could not be removed by the room attendant tools and equipment.

2. Solutions to the problems

- a. The writer apologize with the assistant executive manager and the laundry was return in the same day as pick up
- b. The smell can be removed after everyday cleaning in the guest room and the stain on the carpet has to be cleaned by shampooing the carpet.