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CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

During 6 month trainee performance at the Housekeeping Department at The Ritz-Carlton Mega Kuningan, the writer learned more about making beds, turndown service, and complaints about guest. The writer receives a lot of input from lecturers and friends.

During the Housekeeping Department, all colleagues and other department must coordinate, including:

1. Coordinate with the Front Office Department
 - a. Report the status room
 - b. Providing information to the Housekeeping Department about upcoming guests and it will be prepared by the Housekeeping Department.
 - c. Order Taker are informed from the Front Office Department.
2. Coordinate with Laundry
 - a. Washing linen & employee clothes
 - b. Receiving orders for guest clothes
 - c. Taking laundry orders
3. Coordinate with Engineering
 - a. A. provide information if there is damage to lights, water, and electronic.

B. Job Description

The main job carried out by the Housekeeping Department include :

1. Room Attendant
 - a. Check room status
 - b. Bell the room up to 3 times

- c. Greeting to the guests and dont forget to introduce your own name and mention the name guests(if there are guent in the room)
- d. Open the curtains
- e. Turn on all lights
- f. Clean up the trash beforehand so that items such as remote and others are not wasted and if there are guest can be informed.
- g. Start stripping the linen
- h. Bedding.
- i. Dusting.
- j. Vacuum the carpet.

C. Problem and Solution

1. Problem

- a. When the writer want to set up a trolley like not get towels and bed sheets, sometimes scrambling with other trainees.
- b. The distribution of duve rations and towels is unfair.
- c. Staff are sometimes too dependent on trainees for the completeness of the goods on the trolley.

2. Solution

- a. It is better if you set up the trolley, it's good to set up just enough so that all can be divided.
- b. When distributing duve and towel rations, communication should be prioritized first.
- c. As staff should also assist in preparing the needs in the trolley and the supervisor can emphasize the staff.