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## **CHAPTER III**

### **TRAINEE PERFORMANCE**

#### **A. Placement and Coordination**

Housekeeping the department in the hotel that deals with the neatness, health, and cleanliness of all areas. So, the guests and even the staff can feel comfortable. The Housekeeping department is a part of the hotel's housekeeping service that provides cleanliness in all areas.

There are placements for the students when doing the Industrial Placement Program at UMN Dormitory such as public area (lobby area, toilets, basketball court, security post, student lounge, canteen, corridor, stairs, security post, etc), room attendance, special project, garden & parking lot area. Each student will be placed in a specific area based on the coordinated work shift created by the leader in charge.

UMN Dormitory has an external cleaning service team to control the room and keep the cleanliness in daily, weekly, and monthly. Each member has their responsibility in UMN Dormitory so that all areas are backed up. Besides, all members must be ready to be replaced and take the others responsibility in case of the absence. According to the housekeeping department, the writer as a housekeeper has to coordinate with the other department directly, such as manager, supervisor, CSO, and security.

##### **1. Manager – Housekeeping Department**

The housekeeping team coordinates with the manager through the team leaders. Team leaders coordinate about the presence and absence of each housekeeper, coordinate for the KM's and the attendance list daily.

##### **2. Supervisor – Housekeeping Department**

The housekeeping team coordinates with the team leaders. Team leaders coordinate about the presence and absence of each housekeeper, coordinate only for the attendance list daily.

3. Customer Service Officer (CSO) – Housekeeping Department

Each housekeeper will be responsible for each area given. The CSO will coordinate and responsible for their areas with the housekeeper as a tandem. Any conflict, errors, and damaged interior and other equipment must be reported to the CSO.

4. Security – Housekeeping Department

The coordination between the security and housekeeper are switching information about the missing items or lost and found updates, the housekeeper in the early morning or before the work shift has to check the body temperature if the housekeeper is ready to take the shift based on their physical condition.

## **B. Job Description**

To control and keep the cleanliness on all areas, there are various activities to do by the students who are currently interning as a housekeeper such as daily routines on each building, parking lot & garden cleaning, special project, room cleaning, CCTV room & canteen cleaning.

1. Buildings Daily Routine

The housekeeper has to clean the building areas. There are 3 buildings and each building has 4 floors to be cleaned. Then, the housekeeper has to clean the building from the 4<sup>th</sup> floor going down to the 1<sup>st</sup> floor including the toilet on each floor. The activities that must be done are ceiling cleaning, dusting, sweeping, mopping, door's glass cleaning. These are the equipment that must be prepared before doing the building routines, such as broom, dustpan, clothes, mop, mop bucket, polybag, ceiling broom (if needed), and glass cleaning equipment. After completing the daily routines, each housekeeper has to take an extra job.

2. Parking Lot and Garden Cleaning

Started from building a parking lot cleaning in the morning, the housekeeper has to sweep the foliage and other waste. And then, moving to the garden behind the building c. The housekeeper has to clean up all foliage and put it on the trash box. These are the equipment that must be prepared before doing the parking lot and garden cleanings, such as a broomstick, dustpan, trash box, and polybag. After

completing the parking lot and garden cleaning, each housekeeper has to take an extra job.

### 3. Room Cleaning

Every housekeeper has to do dusting, sweeping, window cleaning, spotting/brushing (if needed), and mopping including the toilet in each room. Room cleaning is a responsibility to take care of the furniture and keep the cleanliness of the guest room. These are the equipment that must be prepared before doing the room cleaning, such as broom, dustpan, clothes (wet & dry), chamois, glass/window cleaning equipment, and ceiling broom.

### 4. CCTV Room & Canteen Cleaning

The housekeeper has to do the daily routine on the CCTV room and the canteen, such as dusting, sweeping, mopping, ceiling cleaning. If there is a special project on the shift, the housekeeper does the ceramic brushing & wall/window frame spot to keep the area fresh and clean. These are the equipment that must be prepared before doing the CCTV room and canteen cleanings, such as broom, dustpan, clothes, chamois, and ceiling broom. After completing the CCTV and canteen cleaning, each housekeeper has to take an extra job.

### 5. Special Project

#### a. Spotting

Spotting is an activity to remove any dirt & stain, can be removed b, can be removed by rubbing the surface of the object using spotting-scourer with the chemical. These are the equipment that must be prepared before doing the spotting, such as spotting powder, spotting-scourer, bucket, clothes, chamois, and mopping set.

#### b. Brushing

Brushing is an activity to remove any dirt, stain, and moss. Brushing was done by the housekeeper to clean up the floor and sidewalk blocks. These are the equipment that must be prepared before doing the brushing, such as brushing chemical, brush, and a bucket.

c. Bed Cleaning

Bed cleaning is an activity that can be done weekly. Bed cleaning purposes are to clean up the bed from the dirt or stain, make a fresh scent, and maintain durability.

d. Wall Cleaning (washing)

Wall cleaning is a weekly activity done by the housekeeper, it keeps the wall clean from the dirt by rubbing the wall using the wall washer. Then, these are the equipment that must be prepared, such as, wall washer, bucket, wall chemical.

e. Glass Cleaning

Glass cleaning must be done daily by the housekeeper for purpose of the glass's cleanliness. Then, these are the equipment that must be prepared, such as, squeegee, bottle sprayer, glass chemical, dry clothes, and chamois.

f. Pulling grass/moss.

Moss/Grass removal can be done after completing the daily work as an extra job. This job has the purpose to keep the area clean and tidy. Then, these are the equipment that must be prepared such as, dustpan, cutter, and polybag.

**C. Problem and Solution**

1. Problem

a. Attendance of the students.

The housekeeper did not come to the workplace without any information (sudden). So, when the writer served as a leader, could not give the license ill to the supervisor.

b. Lateness.

Some of the housekeepers come late to the workplace. To cover the job and the responsibility, the other housekeeper has to do back up the other responsibility and make sure that all the jobs are done.

c. Lack of equipment.

While the students were working in the UMN Dormitory, there was a time where the equipment are limited. There is no storage system for the equipment.

2. Solution

a. Latest updates.

The housekeeper needs to give the newest update for the absence before the day. And then, give the license ill to the team leader. So, the leader can inform the update to the supervisor.

b. Discipline.

The housekeeper needs to be disciplined and there is zero-tolerance for lateness. So, the other housekeeper or CSO does not have to cover and take the other responsibility.

c. Coordination

Students were coordinating with the team even there was a lack of equipment. Students tried to do all the responsibilities in order and still following the SOP from the company.