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## **CHAPTER III**

### **TRAINEE PERFORMANCE**

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

##### **1. Security – Housekeeping Department**

- a. Room keys and lockers are kept by security at UMN Dormitory - Borrowing room keys and lockers to security.

When residents in the dormitory are leaving the room or leaving the UMN Dormitory, they can put the key on the lobby table and be guarded by security. If the trainees want to put or take items in the locker, they can borrow the locker key from security and return it.

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

- a. Collect attendance sheets – Signing and check on fingerprint whether it is the same as the attendance sheet.

Trainees are required to fill in the attendance sheet and fingerprint every day they come and go from UMN Dormitory and the supervisor will check the compatibility of the two data. If there are trainees who do not enter or late, then it will be crossed out next to the date that did not enter, but when on time, it will be signed by the supervisor.

- b. Distribute trainee's shift schedules to supervisors - Provides suggestions for shift schedules.

Each leader must attach the shift schedule to the supervisor, and when there is a suggestion or request from the supervisor, it can be immediately revised.

##### **3. Housekeeping Department – Manager**

- a. Collect KM-04 and KM-05 - Signed KM-04 and KM-05.

This task is given to leaders to give KM-04, KM-05 to managers, to ensure that other trainees have collected and filled in the correct names, NIM (Nomor Induk Mahasiswa), department, job desk, and date. After that, the manager will sign it and returned it to the trainees through the leaders.

- b. All suggestions, obstacles from trainees during industrial placement at UMN Dormitory were accommodated by the leader - Will be heard and given a solution by the manager. The leader is a means of connecting to the manager, therefore, when the trainees have suggestions, problems, or have permission, they must be conveyed to the leader first then the leader tells the manager.
4. Housekeeping Department – Cleaning Service Officers
- a. The Trainees – The Mentors
 

When the trainees work, Cleaning Service Officers (CSOs) will be the mentor who will supervise and check whether the work is clean, detailed, and maximal, the correct position at work.
  - b. Doing the work assigned by the Cleaning Service Officers (CSOs) - Record what the trainees are doing and ask the trainees for signatures.
 

After finishing work, trainees are required to sign a note regarding the work that the trainees did, and the work results have reached the target or have not been completed.

**B. Job Description**

- 1. Routine, extra job, and special project work at UMN Dormitory :
  - a. Clean the dirt on the ceiling.
  - b. The dusting, sweeping, mopping of all surfaces and floors in the corridor, student lounges, lobby, pantry, balcony, and stairways.
  - c. Cleaning the toilet.
  - d. Cleaning window in the balcony.
  - e. Garbage disposal in the pantry, corridor, lobby area.
  - f. Dusting, sweeping, and mopping in the CCTV office, canteen area, and emergency stairs.
  - g. Cleaning the pantry ( include brushing, dusting, window cleaning the pantry).
  - h. Brushing floor, balcony with a hand brush.
  - i. Scrubbing floor using the machine.

- j. Spotting the wall, floor plinth (use red pad floor).
  - k. Dusting of toilet glass vents and balcony door grilles.
  - l. Washing the wall (use window washer).
  - m. Cleaning the tools after use.
2. As a Room Attendant ( Leader) in UMN Dormitory :
- a. Cleaning the room in UMN Dormitory, although empty room or occupied room. Include dusting, sweeping mopping, cleaning the window, cleaning the toilet, brushing the floor and, clean the remaining paint on the floor.
  - b. Record the start and finish hours of cleaning the room, the damage to the room is written as a complaint, and if the room is occupied, write down all important items in the room.

### **C. Problem and Solution**

#### 1. Sloppy Occupants

**Problem** : There is one occupant on the 4th floor of Building B making the pantry dirty from food scraps and not throwing it in the trash.

**Solution** : The Cleaning Service Officers (CSOs) and the manager of UMN Dormitory give warning the residents to maintain the cleanliness of one of the UMN dormitory facilities, namely the pantry, and not repeat it.

#### 2. The Lost Belonging Report

**Problem** : One of the residents on the 2nd floor of Building B has lost some of the belongings.

**Solution** : the residents should report it to security and will be followed up by the UMN Dormitory.

#### 3. The Impact Of Using Harsh Chemicals

**Problem** : An incident that happened to several trainees while working was being exposed to hand irritation due to a harsh chemical.

**Solution** : Is that the dormitory requires the trainees to use gloves and replace some chemicals that don't irritate the hands, such as chemical go-getters, replaced with powder or liquid detergents.

#### 4. Punishment For Breaking The Industrial Placement Rules

Problem : When there is a trainee who breaks the rules during their industrial placement, such as playing cellphones while working.

Solution : Is that the trainee will be returned to UMN and given punishment. If the trainee can undergo a period of punishment well, the trainee will return to work at UMN Dormitory.

#### 5. Permit Rules In Industrial Placement

Problem : Regarding the problem of trainees' attendance if permission, illness or there is a sudden need.

Solution : To provide information to the leader first and permission the day before coming to work accompanied by a letter. If not entered without description is considered alpha.