

## **CHAPTER III**

### **TRAINEE PERFORMANCE**

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

Housekeeping is one of the departments concerned with cleanliness, neatness, beauty, and health of the entire room and other common areas, so all guests and employees can feel comfortable. The housekeeping department is a part of UMN Dormitory service that provides maintenance and cleaning of all guest rooms, corridor, student lounge, canteen, lobby, parking lot, public toilet, emergency stairs, and garden. Housekeeping is divided into two sections: Public area and room.

The department in the dormitory UMN is very concerned if one of the departments is not running, there will be a mistake while working, therefore communication between departments is needed. Each head department wants to prove their ability to manage their department, in doing its activities, housekeeping department needed support from other departments.

##### **1. Housekeeping Department with Engineering Department:**

The Housekeeper coordinates with the engineering for maintenance of all facility in the dormitory, such as :

- a. To notify complaints in the room such as the room air conditioner is leaking, the room lights do not turn on/ not working.
- b. To notify complaints in the student lounge such as the room air conditioner is leaking, the lights not working.
- c. To notify if there is a leaky faucet in the public bathroom or occupant bathroom.

##### **2. Housekeeping Department with Security Department:**

The guest room is a private place for the guest. When a writer wants to clean the room and needs a key, security needs a signature and information, so that if something happens can track down the last person in charge in the room. This procedure is an implementation of all staff and training students.

#### **B. Job Description**

As an intern in the housekeeping department writer work as a public area attendant and room attendant. The writer has learned how to clean the corridor, canteen, emergency

stairs, and garden in UMN Dormitory. Then the writer learned how to do brushing and spotting. And also a writer has learned how to manage time appropriately while working because we are required to clean a place within four hours and then the writer was assigned to be a leader for two weeks whose task is to set the schedule and determine the theme of the weekly poster. Besides that, the writer is also assigned to clean the room while being the leader. The writer can also find out the spotting chemical called scouring powder. The writer worked from Monday to Friday and there are two working shifts, morning shift, and afternoon shift. Under the supervisor Mr. Fahreza.

1. Responsibilities of the Housekeeping Department

- a. Corridor Building A
- b. Garden
- c. Office CCTV
- d. Emergency Stairs
- e. Special Project

2. The section at Housekeeping Department

- a. Corridor Building A

This section is responsible for the cleanliness and tidiness of the corridor, the corridor is very often passed by students, therefore cleanliness must be considered. The schedule for Corridor building A for the writer can be in the morning or afternoon shift.

The job description of Corridor Building A:

- 1) Prepare equipment and chemical
- 2) Take out the trash from the dustbin with polybag from 1<sup>st</sup> floor – 4<sup>th</sup> floor
- 3) Clean all the window by using the window squeeze
- 4) Dusting the door of each room
- 5) Dusting the pantry table and chair
- 6) Make sure every lamp is working
- 7) Sweep the corridor floors properly and clean
- 8) Mop the corridor floors after sweeping

Chemical used in Corridor A

- 1) Floor Cleaner

2) Window Cleaner

Equipment used in Corridor A

- 1) Mop
- 2) Broom
- 3) Cloth
- 4) Window squeeze
- 5) Window washer
- 6) Polybag
- 7) Dustpan

b. Garden

This section is responsible for the cleanliness and neatness of the garden, the schedule for the garden is the morning shift.

The Job description of garden:

- 1) Prepare the equipment
- 2) Clean the yard in front of the building b or building c
- 3) Cleaning the backyard of the building c and the motorbike parking area

Equipment used for garden :

- 1) Broomstick
- 2) Dustpan
- 3) Dustbin

c. Office CCTV & Canteen

This section is responsible for cleaning office CCTV and canteen after that trainee is given other tasks such as brushing/spotting or cleaning glass in each building. The schedule for office CCTV & canteen is the morning shift.

The Job description of office CCTV & canteen:

- 1) Prepare the equipment and chemical
- 2) Dusting all cupboards, drawers, and chairs
- 3) Sweep the floors after dusting
- 4) Mop the floors after sweeping

Chemical used for office CCTV

- 1) Floor cleaner

Equipment used for office CCTV

- 1) Mop
- 2) Broom
- 3) Dustpan
- 4) Cloth

d. Emergency Stairs

This section is responsible for cleaning emergency stairs, the schedule for cleaning emergency stairs is the morning/ afternoon shift.

The Job description of emergency stairs:

- 1) Prepare the equipment and chemical
- 2) Dusting all stairs from 5<sup>th</sup> to 1<sup>st</sup> floor
- 3) After dusting, sweeping the stairs from 5<sup>th</sup> to 1<sup>st</sup> floor
- 4) After that mopping the stairs from 5<sup>th</sup> to 1<sup>st</sup> floor

Chemical used for cleaning emergency stairs

- 1) Floor Cleaner

Equipment used for cleaning emergency stairs

- 1) Mop
- 2) Broom
- 3) Dustpan and cloth

e. Special Project

In this section trainees are responsible for the work that has been determined by the supervisor, for example, spotting or brushing. The schedule for doing a special project is the afternoon shift.

The Job description of special project:

- 1) Prepare the equipment and chemical
- 2) Spotting walls on the emergency stairs or corridor
- 3) Prepare bucket to put water and use scouring powder to clean the walls
- 4) Brushing use brush and floor cleaner to clean the floor

Chemical used for a special project:

- 1) Scouring powder
- 2) Floor cleaner

Equipment used for a special project:

- 1) Bucket
- 2) Brush
- 3) Tapas

**C. Problems and Solution**

1. Problem during internship

a. Lack and different chemical

There are different chemicals on campus and in the dormitory, sometimes the writer has to ask about what chemical to use and what is the function.

b. Erratic working shifts

Schedule on UMN Dormitory erratic and often changes depending on the leader who sets the schedule like Monday afternoon shifts, Tuesday morning shifts, and Wednesday afternoon shifts.

c. Lack of equipment

Lack of equipment in UMN Dormitory, sometimes the trainees need to wait the other trainees to use the equipment.

2. Solutions to existing problems

- a. The writer must know and remember each chemicals are used in the dorm and the function by asking the employee or supervisor.

- b. Ask the next leader to set the correct schedule.
- c. Trainees have to tell the supervisor that the equipment is limited and must be added with new ones.