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## **CHAPTER III**

### **TRAINEE PERFORMANCE**

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

The Housekeeping department plays a vital role in the hotel industry. Not only maintaining the cleanliness in a specific important area. The housekeeping department has to make sure that everything in the rooms or places is working. For example, most hotels have a television, microwave, refrigerator, etc. The housekeeping department is responsible for ensuring all the equipment is working correctly. Also, emptying garbage is mandatory throughout the hotel, apartments, resorts, or dormitories. (saiinstitutes, 2018).

Not only the housekeeping department in the hotel, but the housekeeping department in the dormitory also has a similar job description and responsibility with the hotel itself, with the primary purpose, is maintaining the cleanliness of the areas. Same with the hotel industry, the housekeeping department at UMN Dormitory is also responsible for maintaining the cleanliness in the public area, garden, lobbies, and resident rooms. The writer is responsible for coordinating with departments in UMN Dormitory, that is, the security department, the cleaning service officer, supervisor, engineering, manager.

Not only that, having communication and coordination with the other trainee is also very important as well. Maintaining the dormitory's cleanliness is not only the job description of the writer who is having the industrial placement program. Maintaining the residents' satisfaction by checking any damage to dormitory equipment is also the writer's responsibility, such as refrigerators, microwaves, lighting, etc.

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

- a. The housekeeping department is responsible for informing the security to supervise the housekeeping area such as corridor, lobby, and garden by the security camera.
- b. The housekeeping department is responsible for reporting the lost and found items to the security department and then write it on the complaints book to report it to the supervisor and manager. The supervisor and manager will check if there is any damage in the resident rooms or lost and found items in the complaints book.

2. Housekeeping Department – CSO (Cleaning Service Officer)
  - a. The housekeeping department is responsible for signing the report that the cleaning service officer has written based on the housekeepers' performance.
  - b. The housekeeping department is responsible for informing complaints about damage in the dormitory area such as leaky roofs, moldy walls, cracked tiles, etc.
  - c. The housekeeping department is responsible for asking the cleaning service officer about the next job that the housekeeping has to do.
3. Housekeeping Department – Supervisor
  - a. The housekeeper who is chosen to be a leader has to collect the attendance sheets and will be submitted to the supervisor once every week.
  - b. The leader is responsible for informing the weekly schedule that has been approved by the manager and supervisor.
  - c. The leader is responsible for informing the supervisor if there are any trainees who did not attend.
4. Housekeeping Department – Manager
  - a. The housekeeper who is chosen to be a leader is responsible for collecting all the KM-04 (IP Attendance) and KM-05 (Weekly Report) and submit to the manager once every week.
  - b. The leader is responsible for creating a weekly schedule and discuss it with the manager once every week.
  - c. The leader is responsible for informing the manager if any trainees did not attend.

## **B. Job Description**

When the writer was doing the Industrial Placement Program at UMN Dormitory in the housekeeping department, the writer is responsible for maintaining the dormitory area's cleanliness. The writer also has to work in the public area in buildings B and C starting from lobbies, pantry, stairs, etc. In the last two months, the writer has been chosen by the manager to be the team leader. In the next two weeks, the team leader is responsible for cleaning the resident rooms and doing the special project every day. Not only that, being the team leader, the writer has to look in detail in every corner of the area and immediately report to the

security area in the lobby area. The writer has to do the room cleaning and doing the special project until another leader replaces the writer. However, there are several job descriptions that the writer has to do while doing an industrial placement in UMN Dormitory.

1. Perform daily cleaning duties such as dusting, mopping, sweeping in a specific important area like student lounge, lobbies, pantries, corridors, public toilets, bedrooms, etc.
2. Perform heavy cleaning duties or special projects such as brushing, spotting, scrubbing, and general cleaning in a specific important area like emergency stairs, stairways, pantries, etc.
3. Responsible for looking after guest items and report it to CSO if there is any damage and report it to the security in the lobby area. Team leaders have to fill the complaint book. The manager and supervisor will check the complaint book every day in the afternoon.
4. Responsible for cleaning the guest rooms with CSO and informing as soon as possible if there is a complaint in the room such as leaky roofs, moldy walls, cracked tiles, and minor damages to the CSO so that it can be repaired immediately.
5. Perform health protocol and safety-security such as wear masks every day to prevent viruses and wear gloves when using dangerous chemicals.
6. The leader has to collect all the KM-04 and KM-05 and submit it to the manager once a week.
7. The leader has to collect the attendance sheets and submit it to the supervisor once a week.
8. The leader has to do the grooming check for the trainees every day. The leader will note the trainees that did not have grooming.
9. The leader is responsible for deciding what material to determine to work on the poster.
10. The leader is responsible for discussing it with the manager and asking if there are any resources from the UMN Dormitory that the leader can use as a guide to working on the poster.

11. The leader is responsible for hearing complaints and problems of the other trainee and discuss it with the manager and find the best solution to be resolved during the working review once every two weeks.
12. The leader is responsible for creating a weekly schedule and discussing it with the manager. If there is any revise by the manager, the leader must revise it immediately.
13. The leader is responsible for telling the supervisor and manager if any trainee did not attend so the other trainee can replace it.

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

#### **1. Problem**

- a. Lack of cleaning tools and chemicals. The writer, CSO, and the other trainee have to share the cleaning equipment between the other trainee and CSO. Not only that, the UMN Dormitory often lack chemicals, so the trainees and CSO often have to use the other chemicals to clean the dormitory.
- b. Lack of lighting. When the writer was doing a routine cleaning in building C, the writer cannot fully clean the area because the electricity is not turned on from the center, so the writer is difficult to clean the area that is being cleaned.
- c. The writer was often difficult to find CSO when the writer wants to ask for the extra jobs after daily routine cleaning. Some CSO is not disciplined, such as having fun, joking, and slacking off during the working hours. Also, the CSOs often move to another dormitory area and having a chat with other staff.

#### **2. Solution**

- a. The Dormitory UMN should concern about the Lack of cleaning tools and chemicals. Also, the manager and supervisor must discuss it. So, trainees and CSO can work efficiently. The Lack of cleaning tools and chemicals can significantly impact the working time of the cleaning area.
- b. The engineering team should be concern about the lighting in certain important areas, so the trainees and CSO will be easier to clean the area that is being cleaned. The engineering team and the CSO should also be concerned about the lighting

in certain important areas because the CSO has more working hours than trainees, and checking the lightings is also CSOs responsible, not only the trainees.

- c. The CSO must be disciplined, reduce the joking with the other CSOs while working, and not move to another place in the dormitory that is not the CSOs responsibility. Also, the supervisor must be more responsive in supervising CSOs.