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## **CHAPTER III**

### **TRAINEE PERFORMANCE**

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

The writer start to do the intern from 7 July 2020 until 23 October 2020 in Housekeeping Department and also doing the Housekeeping Department that involves with the other department at dormitory such as:

##### 1. Housekeeping Department – Cleaning Service Officer

The housekeeping department supervised by CSO as a mentor. The CSO will give the trainee job / task to complete and give the trainee extra job if the trainee done the job before its time. Then the CSO will evaluate for our work performance and report it to the Supervisor / Manager.

##### 2. Housekeeping Department – Engineering Department

While cleaning the guest room the trainee must take a note for every single damage or problem in the room and write in the complaint book so the engineering department can take a look and repair it soon.

##### 3. Housekeeping Department – Security Department

Every lost item that happen at Dormitory will be reported to the Security department, and Security department will ensure the things that have been founded and give it back to the belonging person. The security department also will routine to check the temperature of the employee or the guest to ensure the health of every person who come to Dormitory.

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

Students describe in details the job description each of placement that student has during the Industrial Placement Program.

##### 1. Daily Routine

Cleaning routines are often carried out in building cleaning, each building is handled by 2 trainees after cleaning the routine if there is still time, then the trainees will be given additional jobs :

- a. Garden : Sweeping the yard and parking area
- b. Lobby area : Dusting the furniture , Sweeping and Mopping the floor
- c. Toilet : Brushing and mop the floor and the ceramic wall , cleaning the toilet and the sink.
- d. Corridor : Dusting , Edges of the roof wall , sweeping . and Mopping
- e. Room Cleaning : must take a notes of every damages , dusting the furniture, sweeping and mopping the floor, and cleaning the entire toilets
- f. Special project : this job is given twice in a week by the leader and the CSO will told the trainee to do the job based on what the CSO told to do, for example it can be floor brushing , Wall Spotting, pavement brush, brushing rooftop area, and so on.

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

The industrial placement is a new environment for students to training and gain some experiences.

During this training the writer encounter some problem :

1. First of all, the writer need to adapt with the staff and the environment.
2. Another problem that the writer encounter while industrial placement is the trainee didn't allow to bring their phones or anything during the working hours. The writer made mistake that bring phones during the work and open it to check time and contact the writer parents. Then the supervisor make an agreement to the writer to move and work in the Universitas Multimedia Nusantara for a while as the writer punishments
3. Last problem that writer encounter is lacks of equipment. Sometimes when the writer want to do the routine, the equipment not always available

And there is the solution that solve the problem above :

1. to be able adapt easily the writer need to be more friendly with the staff by talk with them occasionally and still have to respect the staff as a mentor.
2. The solution is as a staff the writer need to respect and obey the rules at workplace.
3. The solution is the writer have to wait for the other to take turn for the equipment and ask or do another job while waiting for the turn.