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CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination:

The Housekeeping department is one of the important departments in all accommodation services, such as hotels, resorts, apartments, dormitories, etc. The Housekeeping department must ensure all the resident areas are neat and clean so that the resident can be satisfied in their stay with the accommodation premises.

Having residents feel comfortable with the surroundings is the number one priority. Also, Housekeepers have to make sure that everything is well-functioned for the residents. For example, refrigerators, microwaves, television, and other important stuff must be functioned properly. (Burdo, 2018).

Similar to the Housekeeping department in hotels, the Housekeeping department in the Dormitory UMN is responsible for cleaning lobbies, lounge, pantries, toilets, garden, parking lot, corridors and resident rooms.

1. Housekeeping Department – Security Department
 - a. The Housekeeping department is responsible to inform the Security department if there is any suspicious person or object that might be dangerous for Dormitory UMN residents.
 - b. The Housekeeping department is responsible to inform the security department if there are any suspicious activities inside the room.
2. Housekeeping Department – CSO (Customer Service Officer)
 - a. Housekeepers have to sign the report paper once every day after the housekeepers are done with the working routine.
 - b. Housekeepers have to inform the CSO about the Dormitory UMN problems such as porous roofs, cracked walls, damaged floor tiles, etc.
3. Housekeeping Department – Supervisor
 - a. Housekeepers who are chosen to be a team leader are responsible to make sure that the attendance sheets are submitted to the Supervisor and signed by the Supervisor once every week.

4. Housekeeping Department – Manager
 - a. Housekeepers who are chosen to be a team leader are responsible to discuss with the manager about the weekly schedule.
 - b. Leaders have to make sure that the KM-04 (IP Attendance) and KM-05 (Weekly Report) are submitted to the manager and signed by the manager once every week.
 - c. Leaders have to discuss with the manager about the suggestions, problems, and recommendations from the housekeeper's and discuss to find the best solution.
 - d. Leaders have to ask the related IP assignment to the manager that may be related to the Dormitory UMN.

B. Job Description

As a trainee at Dormitory UMN in the Housekeeping department, the writer had to work in the Public Area in the first two months. In the Public Area (PA) writer learned how to use the cleaning equipment properly. Also, the writer learned about chemicals and how to use the right chemicals in the right places. The following month, the writer got the opportunity to clean the resident rooms. The general cleaning needs to be done in each room. There are high responsibilities as a housekeeper to clean the rooms as the housekeeper has to look in detail at every corner of the room. If some damage is found, the housekeeper has to inform the CSO and write the problems in the complaint book that is kept in the security.

1. Job Description of the Housekeeping Department at Dormitory UMN
 - a. Doing cleaning duties on a daily basis based on the weekly schedule that has been made by the team leader and approved by the manager and supervisor. Daily cleaning duties include dusting, sweeping, and mopping in a certain area such as lounges, lobbies, pantries, corridor, office CCTV, office security, emergency stairs, garden, etc.
 - b. Doing special project duties at least once every week (depends on the weekly schedule that has been made by the team leader). Special Project duties include

brushing, spotting, and general cleaning in a certain important area such as pantries, stairways, corridors, canteen, rooftop, etc.

- c. Doing a room cleaning with the CSO's. The room could be VD (Vacant Dirty) or OC (Occupied Dirty).
 - d. Responsible for all resident items in the room.
 - e. Responsible for informing the CSO's if there is any damage in the resident rooms and then write and report to the complaint book on security.
 - f. Obey the rules that have been made in the Dormitory UMN
 - g. Obey the safety-security and health protocol.
 - h. A trainee that has been chosen to be a leader must collect all the KM-04 and KM-05 and submit it to the manager.
 - i. The Leader must collect all the attendance sheets and submit them to the supervisor.
 - j. The Leader must perform daily grooming checks and report to the manager once every week.
 - k. Responsible for creating posters, SOP's, or signage that has been chosen by the leader.
2. Responsibilities Areas of the Housekeeping Department in Dormitory UMN
- a. Student Lounge
 - b. Dormitory UMN Lobby A, B, C
 - c. Pantries
 - d. Public Toilets
 - e. Corridor
 - f. Canteen
 - g. Garden
 - h. Parking Lot
 - i. Resident Room
 - j. Emergency Stairs
 - k. Building A, B, C

- l. Office CCTV
- m. Office Security

C. Problem and Solution

1. Problem

- a. Lack of equipment and chemicals in Dormitory UMN, trainees often have to share the same equipment at the same time. Even the CSO staff have to bring their own equipment or bring chemicals.
- b. Requests from trainees and CSO's that are difficult to realize by Dormitory UMN such as a request for a new trash can or a new dustpan.

2. Solution

The manager should be more concerned about the lack of equipment and chemicals. The lack of equipment and chemicals needed for cleaning activities resulted in inefficient and ineffective workflow. Time is wasted because staff needs to look or borrow equipment, and some places cannot be cleaned optimally, for example during wall-spotting due to the lack of chemicals, it cannot be cleaned perfectly.