

CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

The writer Start to do the internship From 7 July 2020 until 30 November 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 student is supervised by the CSO as a mentor , the CSO will give the Trainee a task / a job to do , and if the Trainee done the job before its time the CSO will give the trainee a extra job until it is time to go home , the CSO can evaluate our working performance result based on what the trainee have done . that is why the trainee cannot be taken lightly of the job that has been give to the trainee, because it will affect the third semester grade.

2. Housekeeping Department – Engineering Department

While the trainee is told by the CSO to cleaning the guest room, and before start cleaning the guest room ,the trainee must take a note for every single damages that cause by the guest or naturally damage, And after the trainee done by cleaning the room ,the trainee must rewrite the note at the complaint book so the engineering staff can take a notice about the room complain and will repair it right away.

3. Housekeeping Department – Security Department

- a. Every lost item that happen at Dormitory will right away report to the security.
- b. And Security department will ensure the things that have been founded and give it back to the belonging person.

- c. The Security will routine check the temperature of every single person that want go inside the Dorms for the safety health.

B. Job Description

Students describe in detail the job description each of placement that a student has during the Industrial Placement Program such as:

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. Gardening : Sweeping , Brushing
- b. Lobby area : Dusting , Sweeping , Mopping
- c. Toilet : Brushing the floor and the ceramic wall , cleaning the Closet , and the sink , and mopping
- d. Corridor : Dusting , Edges of the roof wall , sweeping . and Mopping
- e. Room Cleaning : must take a notes of the every damages , dusting , sweeping , mopping and cleaning the entire toilets
- f. Special project : this job is given twice until thrice a week by the leader and the CSO will tell the trainee to do the job based on what the CSO told to do : Floor brushing , Wall spoting and etc.

C. Problem and Solution

This Internship training is a new experience for trainees and must be done well, but it will be very difficult for trainees who find it difficult to follow the instructions given by the CSO for example, such as:

- 1. when brushing the floor don't sit on the floor but still squat, it will It is very difficult for those with large body postures and are also tight on the legs, therefore trainees will get used to squatting along with this apprenticeship process.

2. And also trainees who are very difficult to express themselves to others it will bring misunderstandings, for example when trainees do work and the staff invites chat to start a good relationship while trainees are not allowed to talk while working, because it will create misunderstandings to CSOs who think the child is a Ignorant type.
3. And the last problem there is a problem in the lack of tools while working which will prolong the time performance of the trainees and the solution is to take turns doing work together or doing work together so that these tools can be used for trainees.

And there is some solution that can solves the problem above are :

1. Even though it has been implemented by the dormitory are not allowed to squat, but the trainees can still try to squat for a while and if the legs are already tired, trainees can ask a permission from CSO to sit temporarily.
2. If indeed there are staff who want to chat while the trainees are working, then trainees should only answer as needed and if the trainees feel annoyed , then report this situation to the supervisor.
3. The solution for the final problem is to take turns doing the work or doing the work together with partner so that these tools can be enough to be use for trainess.

And there is also some point of positive perspective in problem and solution.

1. The positive perspective from the first problem that the writer can make it as a motivation to exercise in order to have a fit body and not get tired easily and also in order to facilities work performance.
2. From the second problem the writer can take the positive side is that trainers who have difficulty expressing themselves may in the future be able to learn how to interact properly with fellow workmates.

3. The positive perspective of the last problem is that by working together the writer and the partner can work more quickly and continue to the next job that ordered by CSOs