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CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

The writer doing Industrial Placement started on 7 July 2020 until 30 November 2020 at Dormitory Universitas Multimedia Nusantara. To complete this Industrial Placement, the writer requires coordination with other department at dormitory, such as :

1. Housekeeping Department – Cleaning Service Officer
The housekeeping department will be supervised by cleaning service. During the industrial placement, the trainees will be assigned tasks and CSO will also assess the trainees performance during industrial placement.
2. Housekeeping Department- Engineering Department
While cleaning the dormitory as a trainee, the writer also makes notes for damages, such as peeling paint, electrical problems and etc. With this defect, the writer can inform the engineering department to fix it.
3. Housekeeping Department – Security Department
The relationship between the housekeeping department and the security department is very necessary for the safety and comfort of the residents. Every loss incident in the dormitory must be immediately reported to security so that it can be followed up.

B. Job Description

During Industrial Placement there are several jobs carried by trainee such as Housekeeping Department in Dormitory. This jobs will be valuation of trainee for performance during Industrial Placement.

1. Daily Routine Activities
During Industrial Placements, daily routines are mandatory for trainees. At the beginning of the industrial placement, all training participants could only carry out routine activities, but after a few months when the trainees had better performance, the trainees could do other activities or could be extra job and special project.
 - a. Lobby Area : Ceiling cleaning, Dusting the furniture, Sweeping, Mopping the floor.

- b. Public Toilet : Ceiling cleaning, Brushing floor and ceramic wall, Cleaning toilet bowl and sink, glass or mirror cleaning.
 - c. Corridor : Ceiling cleaning, Dusting, Sweeping and Mopping
 - d. Room Cleaning : Ceiling cleaning, Dusting, Sweeping, Window Cleaning, Toilet Cleaning, Brushing floor and Mopping.
2. Extra Job and Special Project
- Extra Job is given after trainee after doing daily routine. And special project is some job which is given 2- 3 time a week but trainee do not to do daily routine previous. So for 4 hours trainee just did special project in dormitory.
- a. Spotting floor
 - b. Cleaning the sidelines
 - c. Cleaning pantry
 - d. Spotting wall

C. Problem and solution

a. Problem

Industrial Placement aims for students to get know about new work environment. This is the first the writer has done Industrial Placement and there be some problems experienced by the writer as a trainee in Dormitory. The first problem the writer has encountered and has fixed is lack of adaptation to CSO and other staff in Dormitory. After being informed of the matter the writer begin to understand how the writer should act to other.

The writer such as trainee should need understand how to use the equipment and chemicals with SOP in dormitory. The first thing the writer fixed in using equipment is how to use a broom and mop. The mistake is how to sweeping and mopping according to SOP cso as a mentor in dormitory. After that the writer as a trainee can do the job accordingly.

The last problem that occurred by the writer and other trainee is was lack of equipment and chemicals. It often happens that the trainees have to take turns using the equipment and chemical. Sometimes this also hampers the work time and to overcome this trainee do other job while wait the equipment or chemical.

b. Solution

With the monitoring activities carried out by Dormitory this can provide a solution to the writer. This made the writer as a trainee begin to improve the way of working in accordance with the dormitory SOP. The writer also understands better how he should act more friendly to the staff. And also the writer gets better at managing time while working if the equipment or chemical is using or not available.