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CHAPTER III

TRAINEE PERFORMANCE

A. Placement and coordination

The housekeeping department is a department that has an important role in maintaining the cleanliness and beauty of the hotel environment. In carrying out this task, housekeeping is divided into 2 areas, the public area and the room area.

1. For the public area, the writer is in charge of cleaning public areas such as the lobby, garden, dormitory lounge, building corridors, public toilets, canteens, and CCTV offices.
2. For the room area, the writer is in charge of maintaining cleanliness in the room such as cleaning the mattress and also cleaning the bathroom.

As a housekeeping trainee, the writer coordinated with several departments at UMN's Dormitory.

1. Coordination with security department.

The writer must inform the security department if there is anything suspicious and dangerous in the dormitory.

2. Coordination with engineering department.

The writer notifies engineering if there is any damage to the dormitory facilities. For example: broken walls, broken lamp and etc.

B. Job description

As a trainee at the Housekeeping Department in UMN's Dormitory, the writer has been placed in public area and room area. In this section, the writer will explain about job description during Industrial Placement at UMN's Dormitory.

1. Doing routine cleaning of public areas, including wiping, sweeping, mopping in public areas such as building corridors, pantries, CCTV offices, canteen and gardens. The tools used for cleaning include:
 - a. Brooms
 - b. Dust pan
 - c. Mop

- d. Mop bucket
- e. Cloth

In addition, the chemical used is a floor cleaner.

2. Doing special project tasks, which include brushing and spotting in areas such as the pantry, building corridors, canteen, and rooftop. The tools used for cleaning include:
 - a. Brush
 - b. Bucket
 - c. Cloth
 - d. Mop.

In addition, the chemical used is carbolic acid.

3. Doing room cleaning tasks accompanied by CSO's. This cleaning includes wiping, sweeping, mopping, cleaning bedroom windows and scrubbing bathroom toilets. The tools used for cleaning include:
 - a. Brooms
 - b. Dust pan
 - c. Mop
 - d. Mop bucket
 - e. Cloth
 - f. Window squeegee,
 - g. Toilet brush
 - h. Chamois

In addition, the chemicals used for cleaning include:

- a. Floor cleaner
 - b. Window cleaner
 - c. Carbolic acid.
4. Report any damage in the room to the CSO and write the report in the cleaning book at the security post.
 5. Team leader must check the grooming of the team members.
 6. Team leader is also required to collect KM 4 and KM 5 to the manager to be signed once a week.

7. The team leader must also submit attendance sheets to the supervisor to be signed once a week.

C. Problem and solution

As a trainee at the Housekeeping Department in UMN's Dormitory, the writer have problems faced in the Industrial Placement Program. In this opportunity, the writer would like to write about problem faced in the Industrial Placement program and their solutions.

Problem :

1. CSO did not explain in detail how to clean an area. Therefore, the writer performance is not effective in the cleaning process.
2. The equipment and chemicals used for the cleaning process are limited. So, if the tools are to be used at the same time, the staff must share the equipment.

Solution :

1. The solution that can be done for this problem is by preparing a standard operational procedure on how to clean an area. That way, standard operational procedures can help staff performance be better.
2. UMN Dormitory should consider buying more equipment and chemicals used for cleaning.