

## **CHAPTER III**

### **TRAINEE PERFORMANCE**

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

The writer did an industrial placement at Mandarin Oriental Jakarta as a housekeeper. The Industrial Placement starts from July 2021 until January 2022. As long as the writer internship as a housekeeper, the writer sees that there is a relationship between the housekeeping department with other departments. The following is the relationship between housekeeping with other departments.

1. Housekeeping Department – Front Office Department.
  - a. Coordination about Arrival and departure guest.
  - b. Coordination about the room status.
  - c. Coordination to share information about the guest who has to give special treatment, or VIP guest.
  - d. Coordination to make a surprise for the guest.
  - e. Coordination about the hotel occupancy.
  - f. Coordination about the guest complaint.
2. Housekeeping Department – Engineering Department
  - a. Coordination to maintain all facilities in the hotel to function properly.
  - b. Coordination about the facility damage that has to repair.
3. Housekeeping Department – Food and beverage Department
  - a. Sharing information about forthcoming banquet event.
  - b. Coordination about the cleanliness restaurant.
  - c. Coordination about the guest request related to the meal.
4. Housekeeping Department – Security Department
  - a. Maintain safety and security all of the guests.
  - b. Coordination about prevention of fire and suspicious person.
  - c. Coordination about keys.
5. Housekeeping Department – Sales and Management Department
  - a. Inform about the occupancy forecast for the entire year.

- b. Coordination about the budget for the necessary expense.
  - c. Contribute to increasing hotel sales.
6. Housekeeping Department – HR Departement
- a. Giving training to the housekeeping staff about the right standard operating procedure.
  - b. Coordination about salary, medical treatment, and others.
  - c. Acquisition of new staff for the housekeeping department.

## **B. Job Description**

As long as industrial placement in the housekeeping department, the writer was placed in various positions. Every position had each other's job. -

### 1. Public Area Attendant

At the start of the internship on 12 July 2020, the writer has responsibility in the public area. As a public area attendant, the writer has a task to maintain all of the hotel facilities in a public area are tidy and clean. The General task as a public area are:

- General cleaning public area restroom.
- Maintaining the public area restroom still dry, tidy, and clean.
- Maintaining all ornaments in the hotel free from dust.
- Vacuuming all restaurant .
- Refill tissue in the public area.
- Sanitation every 2 hour.
- Maintain the back of the house area such as the locker, and office

### 2. Room Attendant

A room attendant is a person who has the responsibility for the cleanliness of the guest room. Every morning the room attendant will get the worksheet which contains about guest room number, the status of the room, and guest name. The task of the room attendant are:

- Cleaning guest room.
- Make a report about lost and damaged items in the guest room.

- Make a personalize.
- Make a preference (what the guest like and dislike).
- Preparing the trolley to clean the guest room.
- Updating status of the room from occupied dirty to occupied clean or vacant dirty to inspected.

**C. Problem and Solution**

During the writer did the industrial placement, many things have been felt and passed. The hospitality industry doesn't always run smoothly with many challenges which are as hoteliers have to face. The challenge felt by the author is a language which is the majority of the guest in Mandarin Oriental is international guest. It makes the writer difficulty in dealing with guests. The solution to this problem is when the writer dealing with the international guest is trying to be calm and listen carefully, after that repeat what the guest needs to make sure what you listen to is right.