

CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination

During the Industrial Placement, the writer chose to do industrial placement in housekeeping department. Housekeeping department is one of the important aspects in a hotel because housekeeping is a department that is responsible for maintaining cleanliness, updating damage, and giving decorations with the aim of making the hotel look neat, clean, and attractive to the guest. All work at the room and public area is assisted by many other departments in operate their duties. Each of this department are connected. If the cooperative relationship is not established properly, then the procedure of guest check-in and many other activities will be messed up. During that time, there was strong coordination between the departments in the hotel that were mutually beneficial and helped each other.

1. Coordination with Front Office

The housekeeping department prepares an occupancy report, which is sent to the front office department which will be counted against the front desk's room status record.

2. Coordination with F&B

Collection of soiled linens and uniforms from the F&B department and provision of ready-to-use linens and uniforms to F&B staff on a daily basis. Cleaning trays from the guest corridor.

3. Coordination with Human Resource

Housekeeping coordinates with the personal department for staff recruitment, issuance of promotional locker ID cards, and other facilities.

4. Coordination with Engineering

For proper upkeep of the equipment and system installed in the hotel and Inform the maintenance about any repair work required in guest room.

5. Coordination with Security

When guests have security problems such as fire, robbery, theft, and other emergencies, room attendant must explain the emergency procedures to the guest while calling security to solve the problem.

In order to provide the best guest service. each department and other departments must have good coordination with the result that services run smoothly.

B. Job Description

Housekeeping in Novotel Tangerang is divided by three divisions such as public area, room section, and laundry. The writer was only placed in room section as room attendant. The writer worked for 5 days and 2 days off with operational hours 11-13 hours per a day. Trainee only allowed to get morning shift not for middle or night shift. In the first month of intern, the trainees are tandem with senior and got several projects from supervisor

such as vacuuming corridors, disinfectant corridors, cleaning pantry, and general cleaning bathroom.

After two months the trainees are given the responsibility to clean the room. For daily assignment cleaning rooms, the trainees have 15-20 rooms to clean up whether rooms are occupied or vacant dirty. In some situation, the writer got assigned to making twin bed to double bed or vice versa, set up room for quarantine guest, handling guest request, become a runner who completes the lack amenities, supplies, and towels in the room, making towel art for Accor member and VIP guest, report lost guest items and others.

C. Problems and Solution

During the Industrial Placement, there are some problems that the writer needs to fix in the future

1. Problems

- a. The writer has problems in the speed of work because the speed is still slow.
- b. The writer has a problem in making the bed because it is not fast and sometimes there are still wrinkles.
- c. The writer has a problem if there is a discrepancy status for example in room status summary the x room already VDN and the actual status is ODN. It makes guests annoying and ends up guest complaint.

2. Solutions

- a. The writer can be more improve the skills so the speed can be increased so that workers can complete it.
- b. The writer can be more often in making beds and can find the right way to finish quickly and neatly.
- c. The writer can improve communication skills so if the writer meet guest, however the status is discrepancy. The writer can give a make sense reason for example “Good morning sir, do you have a laundry today? Or do you want an additional water?”.