

CHAPTER THREE

TRAINEE PERFORMANCE

3.1. Placement and Coordination

The writer was placed in Vega Hotel Gading Serpong for six months. There are a total of 21 trainees at Housekeeping - Vega Hotel There are 4 (four) Sections in Housekeeping area at Vega Hotel: the Public Area, the Room Attendant, The Pool Area and the Linen Room. The internship schedule is that we work for 5 days straight and have a one day off.

The first time the writer entered the Housekeeping section, the writer has to learn to take order. It is called Order Taker. In the Order Taker the writer had his tasks written.

Interns are rotated from section to section, like the Linen Room, Laundry, Uniform Room, Public Area, Garden, Pool Attendant and Room Attendant. The writer learnt many things from each section.

Table 3.1. Rotation During Internship

July	Order Taker
August	Public Area
September	Order Taker and Public Area
October	Room Attendant
November	Linen Room

There is a supervisor whom the writer must report to every day. They also check the work of the interns. The supervisors are: Pak Rivky, Bu Leli, Bu May Diana, Pak Andi, Pak Govar.

This is the writer's team in the Housekeeping Department in Vega Hotel Gading Serpong. We work under the supervision of Mr Rivky Priyana and Ibu Lely.



Figure 3.1. The Housekeeping Team in Vega Hotel

Every month there is a Staff General meeting in Vega Hotel to make the working environment comfortable. The General Meeting also the place where the management can give direction for the hotel operation.

Table 3.2. Period of Internship

Section	Period	Work Shift
Order Taker	July 3 rd -July 31 st	08:00-12:00
Public Area	August 1 st -August 31 st	08:00-18:00
Linen Room	September 1 st -September 30 th	13:00-16:00
Room Attendant	October 1 st -October 31 st	10:00-17:00

Lunch time in Vega is from 11.00 to 13.00. Interns and employees take turns having lunch and we fill out the attendance form for lunch. Lunch is at the Dining Room Employee. There is also a scheduled duty for interns and employees who will be cleaning the employee Dining Room.

Internship is not only work. We are also introduced to General Staff meeting. It is an occasion where employees meet and gather. In the meeting there are many fun activities like Game Show, Dancing, Singing. Then we can have a barbecue and snack after finish. It is held every month. It is place for employees to know each other and to know the hotel's values more.

3.2. Job Description

Because there is rotation during the internship, the writer learns to do things in many areas.

3.2.1. Order Taker

Order Taker is one Section that works in the inside of the office of the Housekeeping Department. The main job of an Order Taker is to communicate the request to other related departments. Order Taker has big responsibility, too to inform about the status of rooms and all the guests on board.

Job Description:

1. To take information or complaint on log book. Information or complaint can be from other departments or from the guests or from the internal housekeeping department.
2. To receive guest request thru telephone or direct request and to follow up the request.
3. To make purchase request for Material Requisition
4. To receive reports if there is some damage in the hotel facilities and to issue work order.
5. To handle Lost and Found.
6. To fill inventory log book for linen, and supplies.

The writer took the job of an order taker during the first month of internship. During that time the writer did the duties like:

1. Linen Room: stripping the linen start from 9 floor until 2 floor also counting

the linen start from duvet king, duvet twin, sheet king, sheet twin, body towel, pool towel,

2. bathmat, pillow case big, pillow case small, bathrobe, night/day curtain and bed pad at the linen room.
3. Guest Amenities: picking up at the store request section start from mineral water vit, big mineral water prima, fruit tea, slim coke, tebs, slipper, rubbish plastic, tissue roll, tissue box, chitato, brown sugar, white sugar, creamer, coffee, tea, toothbrush, cotton bud, sanitary bag, shower cap, stirrir, coaster and comb and put all the guest items at the general store while counting all guest items
4. Laundry: writing down at the guest laundry receipt and logbook in the guest laundry and uniform

3.2.2. Public Area

The public area section is one of the sections which handles all matters regarding cleanliness, neatness, completeness, comfort, and all public areas that influence guests' interest, secure feeling and comfort in using services in the hotel. The public Area is very important in inviting guests to come over again to the hotel.

Includes in public area is:

- In the inside of the building:
 1. The main entrance
 2. The lobby
 3. The corridor
 4. The lift and stairs
 5. The meeting Room: There are 7 meeting rooms in Vega Hotel named Capella 1, Capella 2, Cappela 3, Capella 4, Capella 5, Capella 6 and Capella 7
 6. The Employee Room or Locker

7. The Employee Dining Room
8. The Function Room: the function room are meeting room and usually has connection with the FnB service. (Capella Meeting Room)
 - In the outside of the building:
 1. The Swimming Pool (Outdoor Pool and Waterpark)
 2. The Garden (No name of Garden)

The job in the public area is

1. Organize and maintain public areas, public rooms and office areas
2. Report damage to inventory items to superiors
3. Maintain all equipment and cleaning materials used
4. Carry out general cleaning that has been scheduled by the superior
5. Use cleaning equipment and materials with the correct procedures
6. Maintain a healthy working atmosphere and good cooperation

During internship, the writer also had an opportunity to do things in public area.

It was in the month of August. And the job of the writer was:

1. In restroom public area:
 - a. Sweeping and mopping
 - b. Installing the tissue roll
 - c. Freshing the rest room
2. The indoor and outdoor restaurant:
 - a. Sweeping and mopping
3. The swimming pool:
 - a. Sweeping and mopping the area
 - b. Providing pool towel for guests
 - c. Write checklist pool form, like the room number, how many pool towel provided to the guests, validate with a tick mark, whether task is done or not
 - d. Write the payment for floaties at miscellaneous section.

4. Meeting room:
 - a. Taking out rubbish
 - b. Separate the wet from dry garbage
 - c. Providing ashtray in outdoor meeting room
5. Garden:
 - a. Showering the plant

3.2.3. Linen Room

The task of the linen room in hotel housekeeping is to distribute clean linen and cloth throughout the hotel, including guest rooms. The linen room is also responsible for the entry and exit of hotel employee linen and uniforms.

Linen in Vega Hotel consists of bed sheet for all types of bed (twin, king size, queen size): bed sheet, pillow case, blanket, bed cover, bed pad, duvet. And the linen that is used in the bathroom like towels, mat, hand towels.

The activities in the Linen Room are:

1. Collecting dirty linen
2. Counting and sorting dirty Linen
3. Packing dirty Linen for washing
4. Delivery of dirty linen to the laundry
5. Receiveing new linen from the laundry
6. Writing down the outgoing and incoming linen
7. Counting the par stock of linen

During the internship the writer's job in the linen rooms are:

1. Stripping the dirty linen start from 9th floor until 2nd floor,
2. Tidying up linen at the linen room
3. Counting the linen start from Duvet King, Duvet Twin, Sheet King, Sheet Twin, Body Towel, Pool Towel, Bathmat, Pillow Case (Big), Pillow Case (Small) and Bathrobe
4. Doing Linen Management like taking up and counting an ugly linen
5. Report to the supervisor about the linen that is not proper to use anymore

3.2.4. Guest Amenities

Guest amenities are amenities that is supplied in the room. They are Brown Sugar, White Sugar, Creamer, Coffee, Tea, Toothbrush, Cotton Bud, Sanitary Bag, Shower Cap, Chitato, Fruit Tea, Tebs, Slim Coke, Slipper, Rubbish Plastic, Tissue Roll, Tissue Box, Stirrir and Coaster.

The writer's job is to tidy up and counting and putting at place the amenities above. Also to get the guest items at the store request section.

3.2.5. Laundry Section

Bagyono (2006):Laundry is part of the housekeeping division which is tasked and responsible for washing guest clothes, employee uniforms and linens from inside and outside the hotel.

Laundry section is responsible for all linen washing processes. The linen can be from the hotel or from the guests:

1. Receiving dirty laundry, from room attendant if there is laundry needs from the room guests. The procedure is as below:
 - a. Receive orders to pick up dirty laundry
 - b. Go to rooms that require guest laundry services and check if items match the laundry list.
 - c. Record laundry details in the report book
 - d. Take dirty clothes to the department laundry area for marking
2. Sorting laundry. At this stage the dirty clothes is sorted based on type, level of dirt, color and processing time. Because different linen cloth takes different treatment.
3. Giving mark or identification. Marking means giving identity to the laundry. The procedure in the marking section is like below:
 - a. Recheck whether the laundry matches the laundry list
 - b. Make marks to write down room number information
 - c. Pin the sign to every piece of clothing
 - d. Recheck whether all clothes match the laundry list

4. Washing process and drying process
5. Pressing linen, and folding
6. Inspection and packaging
7. Sending the finished laundry to the linen section.

The writer's job during internship at the laundry section is:

1. Receiving: To record the guests laundry receipt
2. Sorting: To record in the log book while checking the colors and brand of clothes and the number of pieces of clothes.
3. Give the linen to room attendant, tidy up linen and recording the stock.
4. Counting the guest item, tidy up the guest item and get the guest item at the store request section.

3.2.6. Uniform Room

A hotel uniform room is a central storage and distribution location for hotel linens and uniforms. The Uniform room is responsible for:

1. Storing: to keep the linens and uniforms in a dry, well-ventilated space
2. Issuing: to provide appropriate uniforms to the staff
3. Exchanging: To manage the exchange of uniforms if the uniforms are old.
4. Tracking: to keeping track of uniforms

The writer's job is to tidy up hanger and uniform of the staff of front office, housekeeping, food and beverage service, food production and from other section.

3.2.7. Room Attendant

The room attendant's jobs are cleaning and sanitizing rooms, public areas and provide amenities. In the bedrooms, room attendant clean furniture, wash windows, vacuum carpet, sanitize bathrooms, change bed linens, and replace towels.

The job of a room attendant is as below:

1. Room cleaning: in room cleaning, room attendant must make the beds, change lines, clean the bathrooms and vacuuming carpets or mop the floor.

Room attendant must also take the trash and replace the dirty linen.

2. After room cleaning, room attendant must ensure that all facilities in the bedroom is in good function: like the AC, the lights, the remote control and all the other electronics.
3. Public area cleaning: Sweeping, mopping, and dusting in hallways, corridors, and stairways
4. Provide Amenities: room attendant must replenish toiletries, beverages, and food in the mini-bar.
5. Guest services: room attendant also respond to guest questions, help to find the lost items and also welcome guests. Besides, they report maintenance needs in the room.
6. Inventory: Updating and replenishing cleaning supplies
7. Welcome touches: sometimes room attendant put a welcome card or folded towel to give the guest's comfortable experience.

During the internship, the writer's job is:

1. Tidy up and put at place the guest prayer supplies, like the Al Quran, praymat, sarong, and mukena.
2. Take out rubbish
3. Make the bed
4. Dusting the furniture, sweeping and mopping the floor.
5. Cleaning the bathroom
6. Providing amenities

3.3. Problem and Solution

While working at Housekeeping Section, there are several problems that the writer has encountered, the following are the problems and solution the writer proposed during his internship as a trainee at Vega Hotel, Gading Serpong.

3.3.1. The Balcony

The door to the balcony of the room usually locked or the lock is broken. This makes it not possible to clean the balcony. The balcony looks dirty.

The writer give notice to the supervisor about this, so the maintenance can repair the locked door and housekeepers can clean the balcony.

3.3.2. The old Paint

The walls around the swimming pool is already withered. It is good if it is repainted. It will give the look from the swimming pool refreshing.

3.3.3. Communication

While receiving telephone on the lift, it is difficult to hear clearly because there is no signal. Also, the writer cannot hear clearly when using the phone line in the attendant room.

3.3.4. Carrying Too Much

Sometimes the writer must carry many things like towels, linens without trolley. The writer have difficulty carrying too many goods.