

CHAPTER III

TRAINEE PERFORMANCE

3.1 Placement and Coordination

Housekeeping at the Atria Hotel GadingSerpong is divided into four sections: linen attendant, order taker, public area attendant, and room attendant. During the internship program, the author was assigned to these four sections for a six-month period: order taker, linen attendant, public area (pool attendant), and room attendant. Each section assigned to the author was assigned for one month, assigned to a specific section determined by the supervisor.

A. Housekeeping and Front Office

This collaboration is essential for maintaining a seamless guest flow and ensuring room readiness. Housekeeping provides real-time updates to the Front Office regarding which rooms are Vacant Clean (VC) or On-Line (ONL) so that front desk agents can check guests in without delay. Effective communication between these departments ensures that special guest requests are fulfilled promptly and that the inventory of available rooms is always accurate in the hotel's system.

B. Housekeeping and engineering

The housekeeping staff acts as the primary observers for the Engineering department, as they spend the most time inside the guest rooms. During daily cleaning, attendants inspect technical elements such as air conditioning, lighting, plumbing, and electrical outlets to ensure everything is in perfect working order. By reporting defects immediately through work orders, they enable the Engineering team to perform preventative maintenance and repairs before a guest experiences any inconvenience.

C. Housekeeping and Food and Beverage Service

Coordination between Housekeeping and F&B Service is vital for maintaining the hotel's hygiene standards and aesthetic appeal. When room

attendants find used plates, cutlery, or Room Service trays inside guest rooms or left in the hallways, they notify the F&B team to clear them away promptly. This prevents unpleasant odors and ensures that the hotel corridors remain tidy and professional, providing a pleasant environment for guests walking to their rooms.

D. Housekeeping and Banquets

Housekeeping supports the Banquet department by ensuring that event venues are pristine and visually appealing for various functions. Beyond basic cleaning, the housekeeping team specifically the gardeners and florists takes responsibility for the floral arrangements and decorative centerpieces used in meeting rooms and ballrooms. This partnership ensures that every event reflects the hotel's high standards of elegance and attention to detail.

E. Housekeeping and Accounting

The relationship with the accounting department focuses on financial transparency and the management of operational costs. Housekeeping provides necessary data regarding the consumption of cleaning supplies, laundry revenue, and the costs of guest amenities. Additionally, when housekeeping needs to submit a Purchase Request (PR) for new equipment or out-of-stock items, accounting reviews the budget to ensure that the hotel's financial resources are allocated efficiently and documented correctly.

F. Housekeeping and Cost Control

Collaboration with Cost Control is centered on the rigorous monitoring of hotel assets through regular stock takes and inventory audits. By working together to count linens, uniforms, and guest supplies, both departments can identify discrepancies, prevent theft, and minimize waste. This oversight is crucial for controlling the hotel's "cost of sales" and ensuring that materials are used effectively to maximize the lifespan of expensive assets like high-quality linens.

3.2 Job Description

Within 6 months of internship at Atria Hotel GadingSerpong, the author performed various tasks with sections determined by the supervisor. The author

performed duties as a linen attendant and pool attendant (Saturday-Sunday) for pool attendant or public area, the author did the work from 06.55 to 16.45 pm which was done in the public area (pool attendant) namely daily projects such as guest cleaning facilities, restroom pool area, disabled, men and women and during the day did mobile activities in the lobby grand ballroom and standby pool activity. Then the author also on Monday-Friday did duties in the section as a linen attendant.

The author did activities in the linen attendant from 07.20-17.30 the first thing to do was check uniform all departments and facilities used by guests during their stay and write guest laundry reports during their stay at Atria Hotel GadingSerpong and the author also did clean linen reports and delivered guest laundry, did clean linen reports every day and delivered clean linen back to pantry 7 and reported guest laundry checks to the front office department. When one of the sections is on holiday then I will take double job as an order taker, public area or room attendant on Saturdays and Sundays when the Atria HotelGadingSerpong is not too crowded with visitor

3.3 Problem and Solution

A. Communication

Miscommunication and misinformation often occur between mentors, supervisors, and trainees, ranging from minor to major. These errors can be resolved by discussing them together and providing opportunities for mentors and supervisors to learn together at Atria Hotel GadingSerpong.

B. Foreign Languages

This often occurs when delivering requests or during room statuses in housekeeping. For example: when a guest from PT LG is in room status, one of the mentors or mentees doesn't understand a foreign language, such as Korean. Therefore, translation or writing on paper is used to understand the guest's request