

THE HOUSEKEEPING DEPARTMENT OF BALI REEF RESORT AT TANJUNG BENOA - BALI



FINAL PROJECT REPORT

Submitted as a Partial Requirement in Obtaining Degree in
the English Diploma Program Faculty of Letters and Fine Arts,
Sebelas Maret University

by

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**ENGLISH DIPLOMA PROGRAM
FACULTY OF LETTERS AND FINE ARTS
SEBELAS MARET UNIVERSITY
SURAKARTA**

2010

APPROVAL OF CONSULTANT

**Approved to be examined before the Board of Examiners,
English Diploma Program, Faculty of Letters and Fine Arts
Sebelas Maret University**

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MOTTOES

- A healthy man has a hundred wishes; a sick man has only one
- The man who says, he never has time is the laziest man
(Lichtenberg)
- You are never too late to learn

DEDICATION

I dedicate this final project to:

My Parents and sisters

Me and my deepest soul

People who support my study

All employees at Bali Reef Resort

PREFACE

The writer would like to say thanks to all persons who have supported the writer in finishing this final project entitled **“The Housekeeping Department of Bali Reef Resort at Tanjung Benoa - Bali”**.

The writer is interested in discussing the works of the Housekeeping Department because it is a department which gives big contributions to the hotel through their hard work.

In this final project, the writer wants to describe how the Housekeeping Department works and what problems they faced. The writer also offers some solutions to the problems. It needs some techniques to make the department work as effectively as possible. The right solutions will make the department able to maximize their work.

Finally, the writer hopes this report will be beneficial for everyone.

ACKNOWLEDGMENT

First of all, I would like to say *Alhamdulillah rabbil 'alamin* to express my highest gratitude to Allah SWT who has the authority for everything in this world, with only His blessing and guidance, I can finish this Final Project report.

This report is partial requirements in obtaining degree in the English Diploma Program, Faculty of Letters and Fine Arts at Sebelas Maret University. I would not be able to finish this report without the help and support from others. So in this opportunity I would like to express gratitude for:

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10. My father, mom, and my sisters, for their support and love.
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13. *Jamal, Ahmad, Niluh, Mbak Putu, Mbak Eka, Made, Yuni, Ine*, my best friend in Nusa Dua.
14. Me and my self, for being strong during the journey. Keep spirits and never give up.

I do realize that this report is far from being perfect. I happily accept any constructive criticisms from the readers.

Surakarta, January 2010

Arifin Budi Susilo

ABSTRACT

Arifin Budi Susilo. 2010. The Housekeeping Department of Bali Reef Resort at Tanjung Benoa - Bali. English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.

This report is based on a job training evaluation which was conducted at Bali Reef Resort. It located on Jl. Pratama Tanjung Benoa, one of tourism areas in Bali.

The objectives of this report are to describe how the Housekeeping Department works and to find out the problems faced. This report explains the division of labor in the Housekeeping Department. In doing its job, the Housekeeping Department is divided into six main sections, they are: Floor Section, Public Area Section, Swimming Pool Section, Gardening Section, Linen and Uniform Section, and Florist Section. Each main section has its own work area and responsibility. They also have several officers with their own job description. This report is also intended to find out the problems faced by the Housekeeping Department internal and external. Therefore, several solutions are proposed to solve the problems.

Based on the discussion, the writer suggests that the hotel should improve its work quality by changing the damage equipment with the new one and pay more attention to the employees by giving extra salary if the employees have to work overtime. This way expected to make the hotel be able to compete with the other hotels.

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CHAPTER I

INTRODUCTION

A. Background

Nowadays, science and technology have increased quickly. We have to realize that the progress of science and technology has influenced every aspect of life. One of the most real effects is the increasing daily needs. In this difficult and competitive era, people are demanded to maximize their work so they can continue their life. They have to work as hard as possible and they have no time to get refreshing. To refresh their mind most of people prefer to visit tourist resort on their holiday.

Tourist resorts are the most favorite places to reduce all the stress of life. Many supporting facilities are prepared to complete the visitor's satisfaction. One of the supporting facilities is accommodations, in this case is Hotel. So far, many hotels have been built not only in big cities, but also in tourist resort areas which have magnificent views. Hotel it self has many supporting facilities, which are hoped to be able to give satisfaction to the guest.

In general, hotel is classified based their facilities and services. The most important purpose in hotelier industry is the guest's satisfactions. "A customer is king", is a very popular statement used in hotels. The employees of the hotel have to give their best services to the customer.

That is why human resources are very important to improve the quality of the hotel. Good service will motivate the guests who ever stay to come back to the hotel. Indirectly, the existence of many hotels in Bali gives income to the country through the foreign currency coming from foreign customers.

In getting the data, the writer decided to do the job training in the Housekeeping Department at Bali Reef Resort for one month, from March, 1st 2009 until April, 28th 2009. The writer is interested in discussing the operational system of the Housekeeping Department because it is one of important department in hotel. Through this final project, the writer wants to explain the activity of the Housekeeping Department including the problem in giving their best service.

Bali Reef Resort is one of resort hotels in Bali. It is built in Tanjung Benoa, Bali, and always tries to give its best service. Pleasant service is something that is never missed by the employees in serving the guests. They try to give the unforgettable moment to the guest during their stay in the hotel.

B. Objectives

The objectives from the reports are:

1. To explain how the Housekeeping Department at Bali Reef Resort works.
2. To describe the problems faced by the Housekeeping Department at Bali Reef Resort and to propose the solution of the problem.

C. Benefits

The benefits are:

1. The writer gets a lot of experience and knowledge about working in hotel, especially in Housekeeping Department.
2. The writer hopes that this report can be used to enrich the knowledge about hotel for those who are interested in hotelier industry.

CHAPTER II

REFERENCE REVIEW

A. Hotel

A1. The Definition of Hotel

The word *hotel* was used since 18th century in London, England, as *hotel garni*, big house which is completed with a place to stay for rent. The word hotel is a development from France language *hospel*, take from Latin Language *hospes*, and begin to introduce for society in 1979. Before the word hotel used in England, the accommodation to people who is traveling called *inn*.

(Perwani. 1992:2)

According to Longman Dictionary of English and Culture, “Hotel means a building that provides room for people to stay in (usually for a short time) and usually also meals, in return for payment” (1998:664)

“*Hotel adalah suatu bentuk akomodasi yang dikelola secara komersial, disediakan bagi setiap orang untuk memperoleh pelayanan dan penginapan berikut makan dan minum*” (SK Menteri Perhubungan No: Pm 10/ Pw 301/ Phb 77). While Kamus Pariwisata dan Perhotelan explains “ Hotel means the company which prepares a service in accommodations, food, and other facilities in hotel for public, which fulfill comfort requirements and has a commercial purpose” (1992:54)

Furthermore, Sulastiyono stated that “Hotel is a commercial industry which prepares inn, food, and other facilities for public” (1996:6)

Based on definitions above, the writer concludes that a hotel is a kind of commercial industry and a kind of accommodations which is provided for public and commercially to organize to get profit, through inn service, selling food and beverage and other services.

B. The Housekeeping Department

B. 1. Definitions of the Housekeeping Department

Perwani explained that “*Housekeeping atau tatagraha ialah salah satu bagian yang ada didalam hotel yang menangani hal-hal yang berkaitan dengan keindahan, kerapian, kebersihan, kelengkapan dan kesehatan seluruh kamar, jug area- area umum lainnya, agar seluruh tamu maupun karyawan dapat merasa nyaman dan aman berada didalam hotel*” (1992:11)

Similarly, Djumino stated that “Housekeeping is one part of hotel which has responsibility about cleanness and tidiness of hotel area, including handling the rotation of linen and uniform for the employees” (2003:16)

From the quotations above it can be concluded that Housekeeping is one of the many departments in hotel which has a vital function in keeping the cleanness, tidiness, so that the guest will be satisfied to stay. Moreover, Housekeeping plays an important role in managing hotel equipments, for example, linen for room, food and beverage, and uniform for all the employees of the hotel.

B.2. Main purpose of the Housekeeping Department

According to the book Room Division Knowledge, the main purpose of the Housekeeping Department is keeping hotel area look:

1. Clean and tidy

The Housekeeper must keep the area inside the hotel or outside of room (public area) clean and tidy.

2. Attractive

An attractive decoration must be arranged so that the guest will be glad to stay in hotel.

3. Comfortable

All facilities for guest should be always controlled so that they are comfortable to be used.

4. Safe

Safe condition has to be created not only for the guests but also for their luggage (Djumino, 2003:17).

B.3. The duties of the Housekeeping Department

The Housekeeping Department has a vital duties and responsibilities in hotel operational. They are:

1. Keeping the cleanness and tidiness of guest rooms, either occupied room or vacant rooms.

2. Keeping the cleanness and tidiness of hotel area, including offices, bar, restaurant, rest room, etc.

3. Completing and decorating the properties if there is any special event held in hotel.
4. Keeping the employee's uniform.
5. Organizing linen inventories.

B.4. The requirements to be a Good Housekeeper

It is not easy to be a good housekeeper because he has to do many duties. A good housekeeper has to fulfill a lot of requirements so that he will be able to be responsible for his job. The requirements which should be owned by a good housekeeper are as follows:

1. Fine in both physical and spiritual health
2. Honesty and high discipline
3. Responsibility to the job
4. Good characteristics and personality
5. Loyalty to the company
6. Friend and well manned to the guest and one's partner of the work
7. Neat and tidy in daily appearance
8. Punctual at work in the right procedure
9. Capability to communicate in foreign language
10. Self control in handling guest's complaint

CHAPTER III

DISCUSSION

A. Company Profile of Bali Reef Resort at Tanjung Benoa- Bali

A1. Bali Reef Resort at Tanjung Benoa- Bali

Bali Reef Resort has 28 Deluxe Bungalow rooms combined subtle Balinese touch and refined luxury and modern conveniences. All rooms are furnished with quality and imagination, ancient paintings, exclusively designed furniture and selected rich fabrics to create a peaceful balance.

The Bungalow style room is inspired by traditional architecture and graceful nature of Bali. The surroundings and magnificent view of the Indian Ocean relish the distinguish ambience.

“Bali” brings impression which is beautiful from unique culture, society who has strong religions and also many kinds of dances and traditional ceremony.

“Reef” describes the situation of hotel which is colored with life of traditional fisherman in Tanjung Benoa, the south of Nusa Dua. Tanjung Benoa faces a beautiful ocean, coral reef and also has many kinds of fish.

“Resort” describes purpose of hotel property, to build image of comfortable place with magnificent view of Indian Ocean combined with all of hotel resources; rooms, facilities, food and beverage and especially staff services.

The first name of this hotel was Arirang Hotel, and began to introduce for tourist as Bali Reef Resort in June, 2000.

A.2. Location of Bali Reef Resort Tanjung Benoa Bali

Bali Reef Resort is located on Jl. Pratama, Tanjung Benoa, one of the tourism objects and hotels areas in Bali. Bali Reef Resort is located amongst a natural and traditional village, directly on the white sandy beach of Tanjung Benoa on the southern tip of the island of Bali. Its location makes the guest really enjoy the magnificent views of beach in Nusa Dua- Bali. The hotel offers easy access to all part of the city. To reach public transportation it takes only 15 kilometers with 25 minutes from Ngurah Rai Airport. The guests who want to enjoy beautiful beach can visit Denpasar City and Sanur beach which takes only 30 kilometers with 45 minutes. And the most popular beach of Bali is Kuta which takes only 18 kilometers with 30 minutes.

A.3. The Facilities at Bali Reef Resort Tanjung Benoa Bali

Bali Reef Resort has a unique background by combining two different cultures between traditional and modern culture. Its unique background makes it different from any other hotels which generally have only one concept as their background.

Bali Reef Resort Tanjung Benoa has many facilities. They are:

- The Reef House Restaurant and Bar

The guests who want to taste the delicious food by great chef are able to visit The Reef House Restaurant and Bar.

- Sunken Pool Bar

The Sunken Pool Bar is located on the swimming pool added place to enjoy the guest activity in pool.

- Boutique and Drugstore

The guest who needs some unique merchandises from Bali, can visit in the Boutique and Drugstore. Boutique and Drugstore is located besides of Lobby.

- Reef Spa and Salon

Reef Spa and Salon which is located on the front of Boutique and Drugstore spoiled the costumer with special hair and beauty treatment. Laundry and cleaning service both inside and outside hotel will keep the customer's clothes clean and tidy.

- Library and Internet

Library and Internet are located in corner lobby. The guest, who wants relaxing with some entertainment, can use the internet. And the library prepares some novel, magazine, etc, with English and German language.

- Airlangga Watersport Activity

The most popular guest activity is Airlangga Watersport that is superiority of Bali Reef Resort. For example, Banana Boat, dive, and come to Nusa Penida with boat

These complete facilities and services have made Bali Reef Resort become one of the most comfortable hotels in Tanjung Bena, Bali. It is expected to be able to improve the tourism in Tanjung Bena, Bali.

B. Sections of Housekeeping Department at Bali Reef Resort

The Housekeeping Department at Bali Reef Resort has six main sections. The purpose in arranging these sections is to make the Housekeeping Department easier in handling its job. The sections are:

1. Floor Section

It is a section which is responsible for keeping the cleanness and tidiness of guest room, either occupied room or vacant room.

2. Public Area Section

It is a section which is responsible for keeping the cleanness of public area in hotel such as: lobby, restaurant, guest toilet, locker rooms, offices, etc.

3. Swimming Pool section

It is section which takes care of pool and beach of Bali Reef Resort. Beside they also need to look after and control guest equipments.

4. Gardening Section

It is section which is responsible for keeping and arranging the plants, preparing for cultivation either outdoors or indoor gardening.

5. Linen and Uniform Section

It is a section which is responsible for handling and keeping linen and uniform for the employees, so that they will be able to be used for a long time.

6. Florist Section

It is section which is responsible for preparing flower arrangement for Bali Reef Resort.

C. The activity of the writer in Bali Reef Resort

When implementing the job training in Bali Reef Resort, the writer as a trainer worked as a Room Attendant. He started to have the job training from March, 1st to 28th, 2009. The working hour started from 07.00 am until 03.00 am. The responsibility of Room Attendant is keeping the cleanness and tidiness of guest room. Room attendant belongs to Floor section one of the Housekeeping Department. The activities in the guest room are:

1. Entering the guest room

Guest room cleaning begins the moment the Room Attendant approaches the guest room door. It is important to follow certain procedures when entering the guest room that show respect for the guest's privacy. After entering the room, turn on all lights.

2. Making the bed and striping the bed

It is important to start cleaning here, because the fresh made bed will give the room a neat and appearance.

3. Dusting in the guest room

Cleaning and dusting all furniture surfaces and glasses surfaces including the front of television set.

4. Cleaning the bathroom

Bathrooms are usually cleaned in the following sequence; shower area, vanity and sink, toilet, wall and fixtures and floor. It is important to work from top to bottom to avoid spotting or dirtying areas already cleaned.

5. Sweeping and Moping the floor

The writer sweeps the floor, start at the far then end of the room and mop the floor accordingly.

6. Making final check

When it is all done we then turn all the lights, close the door and check to see that it is locked. After that, note the condition and status of the room on assignment sheet.

The writer is also worked as a Houseman. The responsibility is cleaning and maintaining all public area, guests' toilets, lockers rooms, and offices. The writer activities are:

Cleaning lobby area:

- Cleaning all ashtrays and bins
- Dusting all furniture and fixtures
- Sweeping and moping the floor

Cleaning guest' toilets:

- Replacing toilet tissue and tissue paper
- Cleaning all fixtures in the guest toilets room
- Cleaning mirror with Window Rubber Squeezer
- Cleaning and dry toilet bowl, and urinals
- Sweeping and moping with Mop Handle for all floor tiles

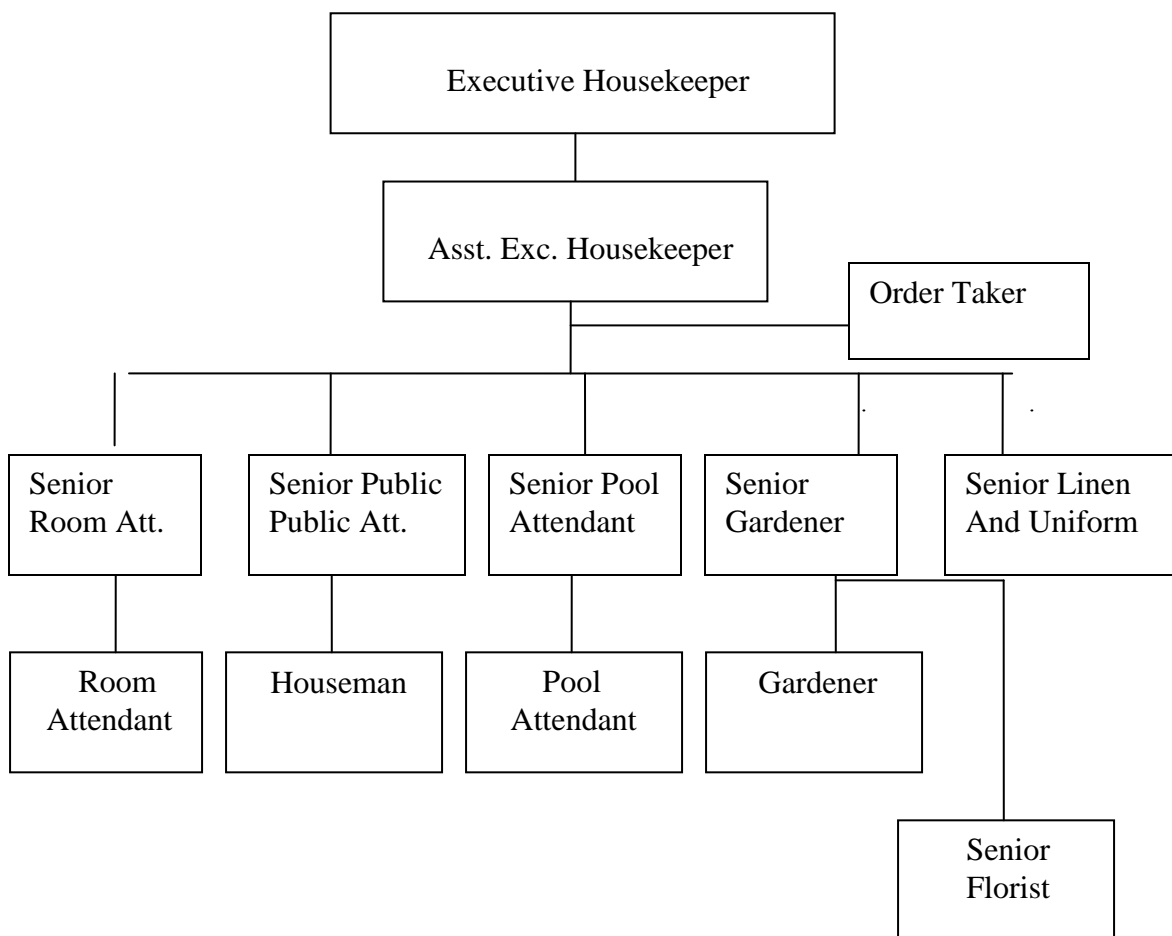
Cleaning lockers area:

- Cleaning wash basin and toilet bowl

- Cleaning the mirror
- Replacing toilet tissue and tissue paper
- Sweeping and moping the floor.

The writer has not responsible to clean offices, because the job of the writer is morning ship, while the job to clean office is for night ship.

**D.Organization Chart of the Housekeeping Department at Bali Reef
Resort**



From the organization chart above the writer would like to describe the job of each section in the Housekeeping Department. They are:

1. Executive Housekeeper

The duties and responsibilities of this section are:

- a. Coordinating the employee's work in the Housekeeping Department.
- b. Requesting the necessities of the Housekeeping Department.
- c. Evaluating the employee's work and looking for new methods related to both work system and equipment which are more efficient for a better result.
- d. Inspecting Housekeeping equipment needed.
- e. Handling guest complaints as well as possible.

2. Assistant Executive Housekeeper

The duties and responsibilities of this section are:

- a. Receiving reports from Front Office Department about rooms for expected arrivals and then informing to Floors Supervisor.
- b. Handling cleaning and guest supplies.
- c. Receiving and checking supervisor's reports and then making work order if there is any damage.
- d. Inventorying linen, guest, cleaning supplies, etc, at the end of the month.
- e. Arranging work time schedule for the Housekeeping Department employee's.

3. Senior Room Attendant

The duties and responsibilities are:

- a. Distributing room keys and work equipments to each room boy in morning briefing.
- b. Checking the reparation done by Engineering in rooms.
- c. Checking and deciding whether the rooms are ready for sale or not.
- d. Checking the completeness of the rooms.
- e. Checking the room boy's daily work, receiving keys from room boy, and checking room boy work sheet.

4. Senior Public Area Attendant

The duties and responsibilities of this section are:

- a. Leading and controlling housemen's work.
- b. Planning general cleaning.
- c. Checking cleaning and chemical supplies usage.
- d. Reporting to Assistant Executive Housekeeper if there is any damage.

5. Senior Swimming Pool Attendant

The duties and responsibilities of this section are:

- a. To ensure efficient staff in pool by making staff schedule every month accordingly.
- b. To control daily operation of Pool Attendant.
- c. To give a direction Pool Attendant.

6. Senior Gardener Attendant

The duties and responsibilities of this section are:

- a. Coordinating the work of gardener.
- b. Arranging all plants in hotel area.

- c. Asking for gardener's necessities to Executive Housekeeper.
- d. Arranging gardener work time schedule.

7. Senior Linen and Uniform Attendant

The duties and responsibilities of this section are:

- a. Taking responsibilities in distributing linen for each room.
- b. Taking responsibilities in distributing employee's uniform.
- c. Making daily administration of linen and towel.
- d. Proposing of additional linen and uniform if necessary.

8. Room attendant

- a. Taking responsibility for keeping the cleanness and tidy of guest room.
- b. Reporting any damage or maintain requirement to the Senior Room Attendant.
- c. Completing any special request by other colleague or department accordance with their duties.
- d. Serving another guest request.

9. Public Area Attendant (Housemen)

The duties and responsibilities of this section are:

- a. Taking responsibilities in cleaning all of public area in hotel.
- b. Cleaning and re-supplying of guest toilet on regular basis and when they need arises.
- c. Cleaning of employees' locker rooms and removal of soiled linen and uniform is necessary.

- d. Reporting any damage and maintenance requirements to the Senior Public Area Attendant

10. Swimming Pool Attendant

The duties and responsibilities of this section are:

- a. Clean all rubbish on the beach.
- b. Broom the sand around.
- c. Put all mattress on
- d. Prepare all games, towels, games record, log book, etc.
- e. Standby at towel's counter to serve the guest when they need their pool towels.

11. Gardener

The duties and responsibilities of this section are:

- a. Taking responsibilities in keeping the attractiveness of garden both inside and outside the hotel.
- b. Keeping the condition and position of the plot plant in a good condition.
- c. Keeping all amenities and equipment is well maintains.

12. Florist

The duties and responsibilities of this section are:

- a. Preparing flowers arrangements as requested by Front Office, Food Beverage and others.
- b. Ordering on daily basis, based on the needs to flower shop.

13. Order Taker

The duties and responsibilities of this section are:

- a. Reporting the most actual conduction of room status to Front Office Department.
- b. Making housekeeping report then reporting them to related sections.
- c. Informing to room attendant if there is any rooms check in or check out.
- d. Making a list if there is any guest who burrows hotel's properties, for example: hair dryer, iron, etc.

E. Relationship of Housekeeping Department with Other Department

As a department which has big responsibility, the Housekeeping Department has to keep its relations with other department as well as possible. A good cooperation with other department will increase the quality of work. The work will be easier to do if the departments help each other. The relations of the Housekeeping Department with other department are as follows:

1. The Housekeeping Department with Front Office Department

The relations and supports in these departments are:

- a. Making Housekeeping Reports about room status then sending them to Front Office Department three times a day.
- b. Informing to Front Office cashier if there is any damage of hotel properties caused by the guest.
- c. Reporting to Front Office if there is any luggage left in check out room.

- d. Sending a Holding Reservation (list of room which has been booked by the guest) to Housekeeping Department.
- e. Reporting guest's complaining about room to Housekeeping Department.

2. The Housekeeping Department with Food and Beverage Department

The relations and supports in these sections are:

- a. Handling and keeping linen supplies which are used by Food and Beverage Department.
- b. Asking Room Service to handle eating utensils to rooms.
- c. Reporting to Room Service if there is any food ordered by the guests.

3. The Housekeeping Department with Engineering Department

The relations and supports in these departments are:

- a. Reporting the damages in Housekeeping's work area to Engineering Department.
- b. Making and sending Work Order to Engineering Department.
- c. Informing to Engineering Department if the guest need for additional lamp or electric equipment.
- d. Repairing the damages in Housekeeping Department.

4. The Housekeeping Department with Accounting Department

The relations and supports in these departments are:

- a. Making report list about tools usage in Housekeeping Department.

b. Reporting the damages of hotel properties to the Accounting Department.

c. Reporting monthly inventories to Accounting Department.

5. The Housekeeping Department with Purchasing Department

The relations and supports in these departments are:

a. Making purchasing requisition of certain material for Housekeeping's necessities.

b. Receiving and checking the materials which have been bought by Purchasing Department.

c. Asking Purchasing Department whether the materials needed are available or not.

6. The Housekeeping Department with Store Department

The relations and supports in these departments are:

a. Making store requisition to take the materials in store.

b. Reporting to Store Department about guest and cleaning supplies usage.

c. Preparing materials needed by Housekeeping Department based on store requisition.

7. The Housekeeping Department with Security Department

The relations and supports in these departments are:

a. Informing to security if there is any suspicious guest.

b. Reporting to security if there is any lost of guest properties.

- c. Guaranteeing the feeling of comfort and secure for the guest and employee.

8. The Housekeeping Department with Marketing Department

The relations and supports in these departments are:

- a. Informing to Housekeeping Department about event which is held in hotel area.
- b. Asking for Housekeeping's help to set up a banner.

9. The Housekeeping Department with Personnel Department

The relations and supports in these departments are:

- a. Proposing additional recruitment of the staff.
- b. Giving work time schedule of Housekeeping's employee to personnel Department.
- c. Informing an information and instruction which are related to hotel policy.
- d. Giving the job description to Housekeeping Department as reference in daily routine.

F. The Problem Faced by the Housekeeping Department and the Solutions

F.1. The Problem Faced by Housekeeping Department

As a department which has big responsibility, the Housekeeping Department has many problems in handling its job. The problems influence the work flow done by the Housekeeping Department. This condition may disturb the other departments

because they are connected to one another. The problem comes from both inside and outside the hotel.

The internal problems of the hotel are:

1. Hotel Management

- Lack of coordination between one section with another sections

Front Office employees, they do not give enough information about Holding Reservation (list of room which has been booked by the guest) to the Housekeeping Department. Therefore, the room attendant becomes confused with which rooms must be cleaned soon.

Engineering employees usually take a long time to repair some room equipment needed, so that the room boy spends more time that it is usually needed.

- Many tools are out of date

To get a better result in handling the job, supporting work equipments are badly needed to maximize the work. This purpose cannot be reached because the tools needed are out of order. The employees decide to work manually because the tools are not repaired soon. For example, floor cleaning machine, dust cloth, window rubber squeezer, etc.

2. The Housekeeping Department

- Miscommunication with the guest

This problem appears when there were guests come from German, who can not speak English. Room attendants faced difficulties to

communicate with them. Therefore, result of their work was not maximal. In Bali Reef Resort, most of the guests are from Germany, because the owner is a German too.

- Not all employees and trainees understand how to use certain equipments

In handling their job, the employees use a lot of tools which make their job easier to do. Not all the employees and trainees are able to operate the tools by following the right procedures. This problem may hamper the work flow in the Housekeeping Department.

- The mono type jobs

Human being usually feels bored when he does the same thing in a long time. The Housekeeping employee in doing their job also feels this way. This condition may keep the employee from doing the work well.

The external problems of the hotel are:

The Guest Complain:

- The work result is not maximal

This problem appears when the hotel is in fully booked. Many rooms, which have to be handled by room attendant, make them work in a rush. As the consequence, their work is not maximal.

- The services are not satisfying

The guests usually ask to the employee to repair some room equipment needed, for example Air Conditioner, TV, do not work, and the hairdryer

is already broken. But the employees do not repair it soon. Therefore, the guest has to wait for a long time.

- The guests goods and equipments are removed from the intended place

The problem usually appears when the room attendants are trainee. Because of the lack of knowledge, they are removing some goods and equipments, such as glasses, pen, and bag to the other places. Therefore, the guest will be confused to find it and have opinion that is lost then, they complain about it.

The competition with the other hotels is also the external problems. There are many hotels in Nusa Dua- Bali which have different services and facilities. Hotels compete with each other to increase the room occupancy rates. It is the hardest problem which is not only faced by the Housekeeping Department, but also by all departments in the hotel. Their abilities in giving their best service determine the hotels future.

F.2. The Solutions to The Problem Faced by Housekeeping Department

The problems faced by the Housekeeping Department have to be solved by the right solutions. These solutions are expected to be able to stimulate the employee's enthusiasm to work as well as possible. The solutions proposed are:

1. Hotel Management

- Meeting

The General Manager should arrange a meeting with all of Supervisor Hotel Department, to discuss the problems, and to share their opinions in order to improve their work quality, and solve the problems.

- Controlling and maintaining the tools

The tools have to be maintained and taken care well, so that they will be durable and helpful for the workers. It is the effective way to reduce the tool damage. The damaged tools can be sent to the Engineering Department so that it will be repaired.

2. The Housekeeping Department

- Giving lesson another Language

The hotel departments give lesson another language, especially German, so that the employees can communicate well with German tourist. It is really beneficial to give better service.

- Training the employees regularly

It is very important to train the employee although they have worked in a long period. Its purpose is informing the employees about the right procedures to operate several tools. It will be nice if they are able to operate the tools in the right procedures. As a result, their work will be easier to do, so that their work quality can be improved.

- Creating a various and interesting atmosphere

Various and interesting work atmosphere can reduce the employee's boredom with their job. To create such an atmosphere, a good relationship between the employees has to be well done.

3. The Guests Complaint

- Recruiting more employees especially room attendants

More employees are badly needed especially when room occupancy rates are high. If there are many room attendants available each day, they will be able to handle rooms perfectly. They do not have to work in a rush because the working time is balance with their job. Their work quality will be better than before.

- Increasing the responsibility in work

The employees have to give their best services to the guest, because the hotel images depend on their services. All facilities of the guest should be controlled so that they are comfortable to be used.

- Giving more information for trainee

Before the trainee of the Housekeeping Department work in the guest rooms, Senior Room Attendant should give information about the procedures, and also general sequence guest room cleaning.

All the solutions are expected to be able to solve the problems faced by the Housekeeping Department. If the problem can be solved, Housekeeping Department will be able to give its best effort to increase the hotel quality.

CHAPTER IV

CONCLUSION AND SUGGESTION

A. Conclusion

The writer has summaries some important points come from the discussion in the previous chapter. The points are:

1. The Housekeeping Department at Bali Reef Resort is divided into six main sections to make easier in handling its job. Each section has its own responsibility. The sections are:

- a. Floor Section

The officers belong to this section are:

- Senior Floor attendant
- Room Boy

- b. Public Area Section

The officers belong to this section are:

- Senior Public Area Attendant
- Housemen

- c. Swimming Pool Section

The officers belong to this section are:

- Senior Swimming Pool Attendant
- Swimming Pool Attendant

- d. Gardening Section

The officers belong to this section are:

- Senior Gardener Attendant
- Gardener

e. Linen and Uniform Section

The officers belong to this section are:

- Senior Linen and Uniform Attendant
- Linen and Uniform Attendant

f. Florist Section

The officers belong to this section are:

- Senior Florist Section Attendant

2. In handling its job, the Housekeeping Department at Bali Reef Resort faced many problems. The problems come from both internal and external the hotel.

The internal problems of the hotel are:

1. The Hotel Management

- Lack of coordination between one section with another section
- Many tools are out of date

2. The Housekeeping Department

- Miscommunication with the guest
- Not all employees and trainees understand how to use certain equipments
- The mono type job

The external problems of the hotel:

The Guests Complain:

- The work result is not maximal
- The services are not satisfying
- The guests' goods and equipments are removed from the intended place to the other places.

The competition with the other hotels is also the external problems.

3. The solutions proposed to solve the problem faced by Housekeeping Department at Bali Reef Resort are:

1. The Hotel Management

- Meeting
- Controlling and maintaining the tools

2. The Housekeeping Department

- Giving lesson another language
- Training the employees regularly
- Creating a various and interesting atmosphere

3. The Guest Complain

- Recruiting more employees especially room attendant
- Increasing the responsible in work
- Giving more information for trainee

B. Suggestion

After having job training at Bali Reef Resort, the writer would like to give some suggestions to:

1. The Management of Bali Reef Resort

The management should pay more attention to the work quality. It is necessary to substitute the equipments which are unable to be used anymore with the new one. It will be easier to increase the work quality if the supporting equipments are available. And it will be better if the employees who have to work overtime get an extra salary, especially Housekeeping employees.

2. The Housekeeping Department

The employees of Housekeeping Department also should increase the work quality, because the hotels image depends on their service. A good image as a reputable hotel is a capital to complete with the other hotels. By defending good reputation, they will be able to face a hard competition against other hotels.

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