

## **CHAPTER III**

### **TRAINEE PERFORMANCE**

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

1. Housekeeping Department – Security Department
  - a. Conduct body checking of employees when entering and leaving the dormitory.
  - b. Follow up reports of lost items both in the room and outside the room in the dormitory area.
  - c. Safeguard the entire dormitory area and participate in monitoring the rooms, especially those that are occupied so that unwanted things do not occur as well as monitoring the entry and exit of residents in the dormitory rooms.
  - d. Secure every crime report in the dormitory area.
2. Housekeeping Department – Supervisor
  - a. Make sure the attendance sheet is completely signed every week by the supervisor.
  - b. Discuss with the supervisor about the trainees's problem to give the best solution.
3. Housekeeping Department – Manager
  - a. Discuss the trainees's schedule with the leader of the team.
  - b. Make sure the KM-04 (IP Attendance) daily and KM-05 (Weekly Report) is completely signed every week by the manager.
  - c. Discuss with the manager about the trainees's problem to give the best solution.
  - d. Ask the manager about the Industrial Placement assignment that is related to the UMN Dormitory.
  - e. Ask permission if there is a university necessary (seminar, etc).

4. Housekeeping Department – CSO (Cleaning Service Officer)
  - a. Monitor the trainees’s work.
  - b. Report any facilities and equipment that are damaged or lost.
  - c. Write on the paper every work that the trainees has done to ensure that the works are correct or not and then the trainees can sign it.

**B. Job Description**

1. Perform a variety of cleaning activities such as sweeping, mopping, dusting, window cleaning, toilet cleaning, polishing, and cleaning outdoor facilities (garden and rooftop).
2. Perform heavy cleaning duties, such as cleaning floors (spotting and brushing), removing rubbish, cleaning common areas (kitchen, lobby, lounges, corridors, stairways), and washing walls.
3. Clean all the dormitory rooms according to the standard and the tasks are given.
4. Ensure all rooms are cared for and inspected according to standard then report to the complaint book.
5. Protect dormitory equipment and facilities, and make sure there are no inadequacies.
6. Check stocking levels of all equipment and replaces them when appropriate.
7. Obey strictly to rules regarding health protocol and safety.
8. Perform other duties related to the position, as assigned by the company.
9. The shift leader must collect the KM-04 (IP Attendance) daily and KM-05 (Weekly Report) every week to make sure the form is completely signed by the Dormitory Supervisor and Manager.
10. Shift leaders need to check the team member grooming, health protocol, and equipment.
11. Shift leaders need to coordinate with the team for the task given.
12. Create the SOP (Standard of Procedure) Poster or signage every Friday submitted to G-drive after the advisor.
13. Create the SOP (Standard of Procedure) book for Dormitory Management.

14. Apply thematic decorating for the dormitory dining room/floor at the end of the Industrial Placement Program (three weeks before the program ended).

**C. Problem and Solution**

1. Time Management

**Problem** : Found during the Industrial Placement Program is managing time when doing the job for four hours on two floors to one building (four floors).

**Solution** : Schedule a daily routine that has to do and follow it well to get used to the new set schedule. Next, see what things can waste time such as there is a stain that hard to remove so the writer can use problem-solving techniques to handle it. Then, Get used to limited time to do something such as mopping on one floor is 10 minutes, sweeping on one floor is 15 minutes, etc.

2. Limited Equipment

**Problem** : UMN Dormitory has minimum equipment so the training has to share when using the equipment.

**Solution** : For minimum equipment is the training can do another job while the other use the equipment. Thus, there will be plenty of time left for other work.

3. Problem Solving with CSO (Cleaning Service Officer)

**Problem** : Cleaning scale in the toilet bowl that no longer uses in the guest room

**Solution** : Try to clean the scale in a toilet bowl, if still dirty ask the CSO (Cleaning Service Officer) how to eliminate or decrease the scale in a toilet bowl.