

**HOUSEKEEPING DEPARTMENT IN SAHID KUSUMA
RAYA SOLO HOTEL**



FINAL PROJECT REPORT

Submitted as a Partial Requirement in obtaining Degree in the English
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Sebelas Maret University

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MOTTO

When there is a will, there is a way

DEDICATION

I dedicate this final project to:

My Beloved Parents

My Sweet Sister

My lovely Girl

My Self, me and I

Everyone that I Love and Love me so much

ACKNOWLEDGEMENT

First of all the writer would like to thank to Allah SWT for the blessing and guidance to accomplish this Final Project report entitled “Housekeeping Department in Sahid Kusuma Raya Solo Hotel”.

This report is partial of the requirement in obtaining degree in the English Diploma Program, Faculty of Letters and Fine Art at Sebelas Maret University. The writer would not be able to accomplish this work if the writer was not helped and supported by others. Therefore, in this opportunity the writer would express gratitude to:

1. Drs. Sudarno, MA as Dean of Faculty of Letters and Fine Art Sebelas Maret University.
2. Yusuf Kurniawan, SS, MA as the Head of English Diploma Program
3. Dr. Tri Wiratno, MA as my Academic Consultant
4. Housekeeping Crews in Sahid Kusuma Raya Solo Hotel, The Room Boys, The Housemen and The Linen Boy for guiding me when doing the Job Training.
5. My Father and My Mother who always pray for me for the success of this final project report.
6. My sister who always support me
7. My big family in Palugunan whose always support me at all cost
8. My lovely girl for being my sharing heart

Last but not least, I would say thanks for unmentioned name that help me in completing this report. I am deeply aware that this Final Project report is far from being perfect. However it is hoped that this Final Project report will be useful for all the readers.

Surakarta, April 2009

The Writer

ABSTRACT

Diddin Cahaya Perdana. 2009. Housekeeping Department in Sahid Kusuma Raya Solo Hotel. English Diploma Program. Faculty of Letters and Fine Arts, Sebelas Maret University.

Housekeeping Department is one of the Departments in Sahid Kusuma Raya Solo Hotel which has a vital function in providing services to the guests especially those related to sophisticated service, attractiveness, completeness, cleaning services and other public services in order to guarantee satisfaction and comfort for all guests and employees.

The main goal of this final project is to describe the job of each sections of the Housekeeping Department in Sahid Kusuma Raya Solo Hotel. Office clerks responsibilities to coordinate all the activities in Housekeeping Department. Floor section (Room Boy section) has duties and responsibilities to handle and prepare the rooms rent by guests. Public area (Houseman section) has duties and responsibilities to clean public area indoor and outdoor areas of the hotel. Gardener section has duties and responsibilities to keep the cleanness and attractiveness of the garden both inside and outside the hotel. The final project is also to describe the facilities of Housekeeping Department in Sahid Kusuma Raya Solo Hotel based on the type of rooms, namely : standard rooms, executive suite rooms and deluxe suite rooms.

It is suggested to the employees in the hotel to improve their English Skill and practice English everyday, and the hotel management to motivate the employees by giving reward and promotion to higher positions.

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CHAPTER I

INTRODUCTION

A. Background

Hotel is one of the tourism that can increase country income. The development of tourism industry itself is parallel with the development of the hotel industry. It means that hotel industry develops in Surakarta where tourism exists. Therefore, Solo is one of the town in Central Java, where tourism exists and develops. Generally the development of the hotel industry in Solo is shown with the number of hotels which are built and particularly good service which are given to the customers or guests.

As one of the country incomes, it is important to improve tourism industry. That is why our government has been trying to promote this industry by training our tourism practitioners. After being trained, the practitioners are hoped to become good practitioners in their field.

The writer did Job Training in Sahid Kusuma Raya Hotel Solo which is located in Jl. Sugiyono Pranoto No. 20 Surakarta. The writer choose this hotel for training because this hotel has a good brand and reputation in Surakarta. Sahid Kusuma Raya Hotel Solo is one of the four star hotel in Surakarta and until now this hotel keeps growing well. They always try to give the best services to attract the guests in fulfilling their needs. By doing Job Training in this hotel, the writer expected to be able to apply the knowledge

got from the collage in the real work world, so that the writer becomes a skillful worker.

Based on the explanation above, the writer discovers some important things that must be fulfilled in tourism industry and each of them plays important role in supporting tourism industry. The writer has done Job Training at the Housekeeping Department from 10 Mei – 10 Juni 2008 in Sahid Kusuma Raya Hotel Solo. This Job Training is done to fulfill the requirement for the English Diploma Degree.

The writer did the Job Training in Housekeeping Department. Housekeeping department is one of the departments in hotel with duties of cleaning the whole areas of the hotel, whether guest rooms and public areas. The role of Housekeeping Department is as important as Front Office Department and Food & Beverage Department. In doing the duties, housekeeping department in Sahid Kusuma Raya Hotel Solo is divided into three sections.

The writer has chosen Sahid Kusuma Raya Hotel Solo for the Job Training, because it is a hotel with a good brand and reputation. Sahid Kusuma Raya Hotel Solo is one of the four-star hotels and this hotel keeps growing well until now in Solo. During the job training, the writer was interested in observing the facilities to serve the guests at Housekeeping Department, because it plays important role how the activities of room boy's in serve the guests.

B. Objectives

The objective of this final project report are :

1. To describe the activities of the writer in Sahid Kusuma Raya Hotel Solo.
2. To describe the difficulties and overcome job training in Sahid Kusuma Raya Hotel Solo.
3. To describe the duties of housekeeping section in Sahid Kusuma Raya Hotel Solo.

C. Benefits

The writer hopes that this final project can give benefits to the writer, the hotel, and the English Diploma Program of UNS. The benefits of this final project are:

1. To the writer

The writer can get a lot of benefits, such as adding experience and knowledge all about hotel as a skill or enter the work.

2. To the hotel

The report can give some benefits to the hotel by giving information and give some input for a better development and support them to improve their quality and services at housekeeping department.

3. To the English Diploma Program of UNS

This final project is expected that this report can be a reference needed by other writers in writing final project report.

CHAPTER II

LITERATURE REVIEW

A. Housekeeping Department

Housekeeping department is one of the department which has role and vital function in providing services to the guest especially sophisticated services, attractiveness, completeness, cleaning service, gorgeous view and other public services in order to guarantee satisfaction and comfort of all guest and employees. Housekeeping definitions according to the experts are as follows:

1. According to Darsono in his book *Tata Graha Hotel (housekeeping)*:
“Housekeeping department adalah bagian dari hotel yang bertanggung jawab atas kebersihan, kerapihan, dan kenyamanan kamar (guest room), ruangan umum, restaurant, bar, dan outline lainnya” (Darsono, 1995: 1).
2. “Tata Graha (housekeeping) adalah salah satu bagian yang mempunyai peranan dan fungsi yang cukup vital dalam memberikan pelayanan kepada para tamu, terutama yang menyangkut pelayanan, kenyamanan, pelayanan keindahan dan kebersihan ruang hotel” (Sulastiyono, 1999: 121).
3. According to Rumekso in his book “Housekeeping Hotel” (2001: 2):
“Hotel is a building that proved rooms for staying the guests, food & beverages and other facilities which is managed professionally to get profit”.

4. According to decision letter of minister tourism and telecommunication No. Km.34/NK.103/MPPT87: Hotel is a kind of accommodation that uses half or the whole areas of the building to provide lodging service, food & beverage, and other services for the public that is managed commercially”.
5. According to Darsono in his book “Kantor Depan Hotel” (1992: 1) : Hotel is a corporation that is active in accommodation service field and managed commercially. In the hotel, the quests get lodging service, food & beverages, and other facilities”.
6. According to “Oxford Learner’s Pocket Dictionary”: “Hotel is building where rooms and meals are provided for travelers”.

From the definition above, we can conclude that a hotel an inn established for public who want to sleep, enjoy food, drink, and other services. It is run commercially and opens 24 hours a day. That is why hotel should give best services to make the guests stay longer and feel satisfied; therefore on the next day the guests will be back again to stay in the same hotel. It is because hotel industries are totally department on having guests.

B. Hotel Department

There were many departments in a hotel. Those departments support the growth of a hotel. According to Bagyono and Orbani in their book entitle: “Dasar-dasar housekeeping dan laundry hotel” (2003: 2), Hotel’s department are divided into 2, they are:

1. Front of the House

Front of the house is department in hotel which are dealing directly with the guests.

The department which included front of the house are:

a. Front office department

This is the center of all activities in the hotel.

The duties of this department are:

- 1) Handling the guests who want to check in and check out.
- 2) Handling the guests who want to serves a room.
- 3) Giving information needed by guests.
- 4) Answering the telephone calls.
- 5) Preparing the guest's bill.
- 6) Making the room status.

b. Food & beverage department

It could be backed up by a strategic location.

The duties of this department are:

- 1) Producing food & beverage to the guests.
- 2) Serving and selling food & beverage to the guests.

2. Back of the House

Back of the house is department in hotel which are less dealing with the guest. The department which include back of the house are:

a. Personnel department

The hotel industry need personnel and these employees should be handled and organized by a section or a department called the personnel department. This department is a part of the back of the house as well as being part of the department.

The duties of this section are:

- 1) Selecting new employees.
- 2) Placing the employee according to their knowledge, skill and experiences.
- 3) Training the new employees.
- 4) Implementing the promotion, transfer, demotion and dismissal of the employees.
- 5) Setting up the wages and salaries of the employees.

b. Accounting department

In the hotel business, accounting department should be backed by a good accounting system and correct location.

The duties of this department are:

- 1) Managing the hotel's financial
- 2) Handling the payment of the hotel's transaction
- 3) Controlling the hotel's cost

c. Engineering department

In the hotel, there are equipments, installations, furniture, fixtures, machines and energy used in the daily operation. Those need daily

maintenance and this is the main task of the engineering department. Although it works completely behind the scenes, it fulfills tremendously responsible function.

The duties of this department are:

- 1) Maintaining and repairing all installations, equipments, machines, building and other hotel's properties.
- 2) Saving energy or utilities used.
- 3) Controlling the use of water, gas and electric power.
- 4) Preventing the installations, machines, equipments and building against fire and other dangerous situation.
- 5) Keeping the temperature and ventilation in the building according the standard, as well as for the refrigerators and water.

d. Sales and marketing department

Marketing has a vital function of the hotel industry and it is considered as an integral part of the management. The increasing competition has provided the great impetus to the development of the hotel marketing.

The success of selling the hotel's product depends on the effort of marketing. The marketing in the hotel can be organized by a department, but the team in charge for marketing should also be supported by those who work in the front of the house.

The duties of this department are:

- 1) Planning the marketing activities
- 2) Planning the marketing policies and marketing budget

- 3) Cooperating with other departments within the hotel
- 4) Making the marketing research
- 5) Making hotel's advertising and publicity of the hotel

e. Housekeeping department

The duties of this department are :

- 1) Responsible of cleaning and maintaining the whole areas of the hotel whether the guest rooms and public areas.
- 2) Preparing the rooms ready for sale
- 3) Making room status

The housekeeping department Sahid Kusuma Raya Hotel Solo is located behind the corner of the hotel building, on the left side of back door. The crews of housekeeping department at Sahid Kusuma Raya Hotel Solo work five days, 40 hours a week and get one day off and housekeeping officers (officer clerk) work six day, 48 hours a week, and has one day off on Sunday. Especially floor section, houseman section, and linen section have three shifts to work, they are morning shift (at 7 am up to 3 pm), evening shift (at 3 mp up to 11 pm), and night shift (at 11 pm up to 7 am).

All activities of the housekeeping department require a relationship in working and cooperating with every other departments of the hotel. Housekeeping department as organization which three sections, such as floor section (room section), houseman section (public area section) and gardener section is kind of system, because each section related to

the others should make target organization. So, if one of them cannot do their job and function properly, the result will influence the other department and finally all of the housekeeping department operations can be disturbed.

CHAPTER III

DISCUSSION

A. The Story of the Sahid Kusuma Raya Hotel Solo

Sahid Kusuma Raya Hotel Solo was the legacy from Pakubuwono X. He had a son named Prince Abimanyu born in 1912. Abimanyu had a title Kanjeng Gusti Haryo Kusumo Yudho. He passed away in young age and his title was given to his brother, Bei who become Pakubuwono XI. His father, Pakubuwono X give him a place in the north of Surakarta Palace, named Ndalem Kusumoyudan. This place was brought from Mangkunegaran IV and built in 1909 by Kanjeng Gusti Pangeran Hadi Wijoyo.

In 1961, Ndalem Kusumoyudan was sold to IFCO, a bicycle assembling company. The, in 1970 this place was brought by PT SAHID & Co, and it planned to build a hotel, as it was provided in PATA conference 1974 in Indonesia.

On 24th October 1974 the hotel was legitimated by Gusti Putri Mangkunegoro VII, continued with epigraphy taken by President Director of Sahid Group, Sukamdani Sahid Gito Sarjono. On 8th July 1977, the hotel was legitimated again by the Minister of Transportation with name “KUSUMA SAHID PRINCE HOTEL”.

During the first operation, the hotel only had 36 rooms in Bungalow type (Standard room). Then the hotel added 18 Cabanas Rooms (Standard room), swimming pool, and mosque. Reconstruction was done again in 8th

July and it added 36 Moderate Rooms (standard rooms), 6 Prince Suite Rooms, 9 Executive Suite Rooms, 2 Luxury Suite Rooms and Laundry. With 101 rooms and supported by many facilities, Kusuma Sahid Prince Hotel become the luxurious hotel in Solo at the time.

In addition, with the government's program to use Indonesian language and changed all the foreign words into Indonesian, the changing were also done to Sahid Group Hotel. On 8th July 1975 Kusuma Sahid Prince Hotel was changed to Sahid Kusuma Raya Hotel.

Sahid Kusuma Raya Hotel is located at Jl. Sugiyopranoto 20, PO BOX 220, Solo 57111, Central Java, Indonesia.

B. Difficulties and Overcome in The Job Training Housekeeping

Department

Many difficulties that still just faced by housekeepers in Sahid Kusuma Raya Hotel Solo therefore housekeeping: operations and management need a comprehensive textbook specially designed to meet the requirement of students pursuing courses in hotel management. This section will explore the key elements of obstacle and problem solving within house keeping as also and techniques of operations. It provides an exhaustive coverage of the core concepts of the subject: the structure and layout of the housekeeping department, housekeeping inventory, guestroom layout and maintenance, flower arrangement, and interior decoration.

Beginning with an overview of the hospitality industry and the housekeeping department, the book discusses in detail management of housekeeping personnel, contracts and outsourcing, planning and daily routines, cleaning, supervision, control desk activities, budgeting, textiles, linen and laundry operations, and uniforms. It goes on to discuss important issues in housekeeping, such as safety and security, pest control and waste disposal, and management of an optimal internal environment. Finally, it discusses interior designing, guestroom renovation, horticulture, and preparations for a new property. The training for house keeper pays special attention to emerging areas such as encodes and the changing trends in housekeeping. Students of hotel management would find the book highly useful for its coverage of the fundamental concepts of housekeeping explained through industry-related case studies, tables, flow charts, diagrams, and photographs. With its practice-oriented approach, the book would also be useful for housekeeping professionals and students of home science.

The housekeeping department can strongly influence the success of a hotels guestroom management program. This because guest rooms and interior corridors usually consume more than 20% of the total energy consumption. Most of this energy is used to supply electricity, domestic hot water and ventilation air.

Housekeepers, as well as hotel guests, can be major users of energy in guest rooms, and thus can significantly reduce the amount of energy consumed as well. An effective energy management program will include

employee education and training. Then your housekeepers can reduce energy consumption as part of their daily routines. You might consider giving housekeeping staff a checklist to attach to their carts that reminds them of what to look for and how the room should be left after cleanup. Moreover, your own record-keeping and tracking of energy consumption will provide you with a good foundation for your hotel's energy management efforts.

Hotel management chains are rolling out super-thick mattresses, mountains of new pillows, extra sheets and hefty duvet covers in a competition to create the most restful sleep experience. Even budget chains are joining the fray, upgrading rooms with a rainbow of soaps, shampoos, teas and specialty coffees. But the effects of this pillow fight have strained the nerves and backs of one group: the housekeepers who restore the rooms to pristine condition every day.

Another problem include Hotel workers and union representatives say employees are running ragged trying to clean the same number of hotel rooms even as the list of tasks becomes longer. They say injuries are piling up, too, as they have to handle heavier mattresses and bedding each day. The law took effect last week, but on Thursday a judge issued a temporary restraining order putting it on hold. Hotel industry officials want to scuttle the law, arguing the rest breaks will hurt productivity and profits, and ultimately jeopardize the comfort guests are starting to expect. understands that her job depends on the profitability of the hotel industry. But she said cleaning rooms is it is nearly

impossible to clean a room in 30 minutes, the pace she must keep in order to clean the required 15 rooms on her shift.

Then it's off to the bathroom. There she washes the four water glasses (it used to be two) and the two coffee cups and coffeepot. She adds two packages of regular coffee, one of decaffeinated coffee, two packages of sugar and two of tea a task once handled by the minibar staff, she said. Gomez then loads kits with shampoo, conditioner, lotion and mouthwash. Only then does she start the scrubbing, dusting and vacuuming. As hotels scramble to lure travelers in a wobbly tourism market, amenities are becoming more crucial. The ten-layer bed with extra pillows, three sheets instead of two and a pillow top mattress has proven so popular that the company has actually sold 4,000 fully-loaded beds for home use. The bedding war came at a time when hotel chains were slashing staff and forcing housekeepers to clean even more rooms. The chains were trying to squeeze out the last bit of revenue after the slowdown caused by the 2001 terrorist attacks, Frye said. Although some hotels have eased the pain by giving guests the option of keeping the same sheets and towels during a multiple-night stay, the overall workload still has increased, Frye said.

Another problem include link between injuries and the added sheets and other bedding. King said bed making traditionally has been one of the most grueling tasks for hotel housekeepers because of the potential for back injuries, the most common ailment for those workers. The work isn't getting any easier, co-author of an ergonomics guide for hotel housekeepers. In addition to the bedding boom, which causes both physical and time demands,

hotels have unleashed a snowball of amenities in the bathroom and main guest room, often thought of as the stopping point for family station wagons, in May announced the rollout of a bathroom package that includes citrus-scented soap and shampoo.

The coffees, ice trays and shampoos do not strain the back but do slow a housekeeper down. Housekeepers usually are the ones who must tuck the lotion and shampoo bottles into a washcloth folded into a seashell or some other appealing pattern, and arrange it on the bathroom vanity. Clean rooms, hallways, lobbies, lounges, restrooms, corridors, elevators, stairways, locker rooms and other work areas so that health standards are met.

Difficulty that will come in housekeeping management cost little or nothing, becoming sources of net income. They include:

1. Less capability house keeper in Hotel Sahid within english conversation with foreigner.
2. Limit the amount of hot water used for cleaning the bathroom.
3. Turn off Lights, TV and Radio when guests are not in the room.
4. Regularly clean lamps and lighting fixtures to improve light output.
5. Switch off bathroom heat lamps and exhaust fans.
6. Instruct housekeepers to use natural light when cleaning guest rooms.
7. Ensure that housekeepers close windows, draperies and shades are closed after they leave guest rooms.
8. Turn room controls to a minimum comfort level if the room is booked.
9. Make sure that furniture is not placed in front of heaters.

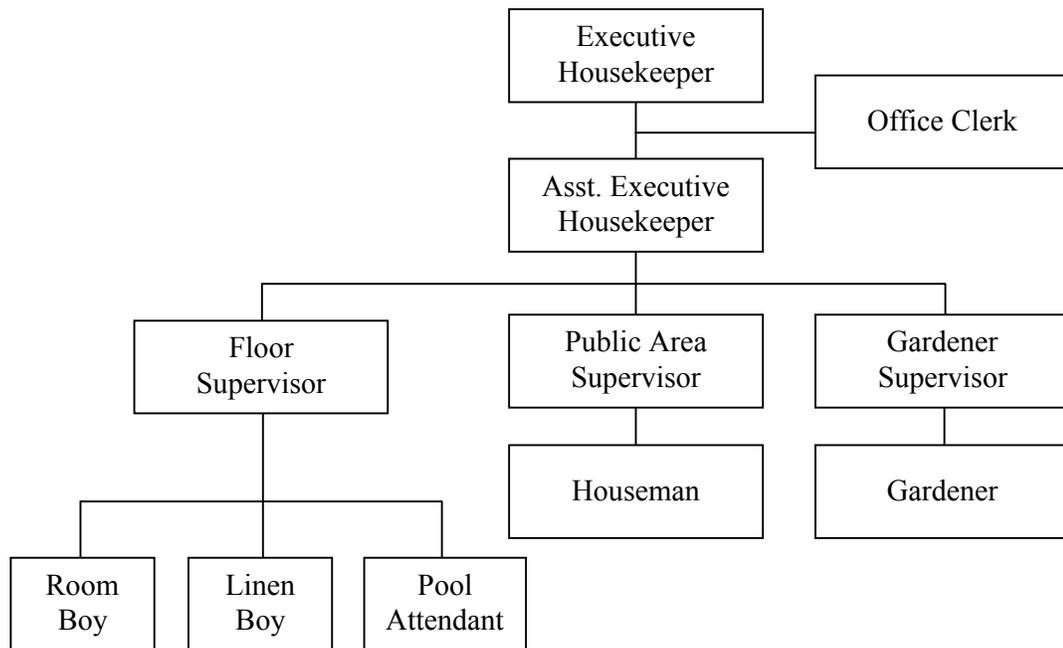
10. Clean the lint and dust from the grills on heating units.
11. Turn off all faucets.
12. Instruct housekeepers to report any equipment in need of repair.

Overcoming this problem therefore a housekeeping in Sahid Kusuma Raya Hotel Solo:

1. Operations and management need a comprehensive text book (manual) and training specially designed to meet the requirement of students pursuing courses in hotel management. This text book manual and house keeping training will explore the key elements of obstacle and problem solving within house keeping as also and techniques of operations.
2. It provides an exhaustive coverage of the core concepts of the subject: the structure and layout of the housekeeping department, housekeeping inventory, guestroom layout and maintenance, flower arrangement, and interior decoration.
3. The training for house keeper pays special attention to emerging areas such as ecotels and the changing trends in housekeeping. Students of hotel management would find the book highly useful for its coverage of the fundamental concepts of housekeeping explained through industry-related case studies, tables, flow charts, diagrams, and photographs. With its practice-oriented approach, the book would also be useful for housekeeping professionals and students of home science.

C. Housekeeping Department

1. The organization chart of housekeeping department in Sahid Kusuma Raya Hotel Solo



2. The duties of Housekeeping section

Housekeeping department in Sahid Kusuma Raya Hotel Solo is divided into three sections. The divisions are expected to make housekeeping department is easy in handling its jobs because each section has to work based on its section. Those section are floor section, houseman section and garden section. In doing the administration office, there is a clerk called office clerk. All the employees of this hotel work 8 hours a day. The housekeeping crews work 5 day with 1 day off, expect office clerk. He works 6 days a week and Sunday is his day off. The explanations about house sections are as follows:

a. Floor section

1) Room section

It is a section whose duties are cleaning and maintaining the guests rooms, including the bed room and bath room or even living room if the room has a living room. The clerk of room section is called room boy or room attendant. A room boy should clean up his section which consists of 14-18 rooms. The room boys were very busy if all the rooms were occupied.

There are three work shifts of a room boy in a day. Those shifts are:

- a) Morning shift : 7 pm – 3 pm
- b) Afternoon shift : 3 pm – 11 pm
- c) Evening shift : 11 pm – 7 pm

The duties of room section are:

- a) Taking responsibility in cleaning the guest room
- b) Checking and completing the guest supplies
- c) Making room boy report
- d) Reporting the room status, lost & found and the damage of the guest room
- e) Cleaning and completing the room boy trolley
- f) Checking his work's equipments
- g) Serving the guest supplies requisition

2) Linen and uniform section

It is a section whose duties are handling the linen circulations that are used by the hotel and also handling the uniform of the employees. The clerk of linen and uniform section is called linen boy or linen attendant. Linen boy in Sahid Kusuma Raya Hotel Solo only work in the morning shift. He works from 7 am – 3 pm.

Here are kinds of linen in the guest room:

- a) Sheets (double sheet and single sheet)
- b) Pillow cases
- c) Towels (bath towels, hand towels, wash towels, bath mats. Pool towels (usually used by the guest in the cabanas section), and bath robes.
- d) Blankets (double size and single size)
- e) Duvet covers
- f) Bed pads
- g) Bed skirting
- h) Curtains
- i) Draperies

The duties of linen and uniform section are:

- a) Supplying, keeping and controlling the linen needed by the hotel
- b) Arranging the linen distribution

- c) Arranging and making linen request additional needed by the hotel
 - d) Sending dirty linen to the laundry to be washed and taking the clean linen from the laundry after being washed.
 - e) Making linen inventory report whether daily, weekly and monthly.
 - f) Proposing the new uniform to the hotel for the employees.
- 3) Pool section

It is a section which is responsible for the cleanliness of the pool, including locker room and shower room. The clerk of pool section called pool attendant. The work shifts of the pool attendant are different from other section. Those work shifts are as follows:

- a) Morning shift : 4 am – 12 pm
- b) Evening shift : 12 pm – 8 am

The duties of pool section are:

- a) Taking responsibility in the cleanliness of the water in the pool
- b) Taking responsibility in the cleanliness of the locker room, shower room and are around the pool.
- c) Providing pool towel, mattress or lifebuoy of the guest who want to swim.
- d) Controlling and watching the guest' safety.

b. Housemen section

This section is responsible for the cleanliness of public area, for examples: lobby, public toilet, corridor, locket, etc. Housemen section is supervised by a housemen supervisor. The clerk of housemen section called houseman. The work shifts of a houseman are same as a room boy. The work shifts are:

- 1) Morning shift : 7 am – 3 pm
- 2) Afternoon shift: 3 pm – 11 pm
- 3) Evening shift : 11 pm – 8 am

The duties of houseman section are:

- 1) Taking responsibility in cleaning the public area.
- 2) Taking responsibility about tools that are used, such as: lobby duster, vacuum cleaner, floor machine etc.
- 3) Taking responsibility about chemical which are used
- 4) Sweeping, mopping and buffing the floor
- 5) Vacuuming the carpets
- 6) Shampooing the carpet which is done periodically, such as: 6 months or yearly.
- 7) Gathering and throwing the garbage.

c. Garden section

It is one of the sections in this hotel which is responsible for the arrangements of the garden, including indoor garden and outdoor garden. Garden section is supervised by a gardener supervisor. The

clerk of garden section called gardener. The work shifts of garden section are same as in the linen and uniform section. Gardener's work shift is from 7 am – 3 pm. It is because most of gardener activities are done the morning.

The duties of garden section are:

- 1) Cleaning and sweeping the garden
- 2) Nursing, watering and fertilizing the plants
- 3) Purning the plants if the plants disturbing the guests or people who passed by.
- 4) Arranging the replacement of the plants
- 5) Augmenting the plants by cutting a slip the plants (grafting the plants), planting a send and buying an new plant.
- 6) Cleaning leaves on the roof.
- 7) Gathering all garbage got from the room boy who has collected them.

2. The duties in housekeeping office

As it is mentioned above, the clerk of housekeeping office called office clerk. He works 6 days a week and his day off are on Sunday and on Holyday. The office clerk work from 8 am – 4 pm. Office clerk is responsible in the office's administration.

The duties of office clerk are:

- a. Receiving telephone calls
- b. Making work order (WO) for the engineering department
- c. Making flower arrangements for VIP guests in the guest room or other places, such as : buffet tables, restaurant tables, lobby tables, reception counter etc.
- d. Making inventory whether daily, weekly and monthly.
- e. Recording and keeping lost and found items found by the room boys.
- f. Handling mailing
- g. Making the trainer's schedule

D. The Facilities of Housekeeping Department at Sahid Kusuma Raya

Hotel Solo

Not far from their duty, the facilities given by housekeeping department to the guests are completeness, attractiveness, cleaning service, service in order to guarantee satisfaction and comfort especially for all the guests in their room. The writer would like to describe the facilities based on the types of rooms, they are:

1. Standard room

The facilities are:

- a. Bed room
- b. Lighting
- c. AC (air container)
- d. AC temperature
- e. Ward robe completed with:

- 1) Hanger
 - 2) Laundry bag
 - 3) Laundry list
- f. Full long mirror (boy mirror)
- g. Refrigerator to store the package water
- h. Luggage rack, the rack to save the guest carries under the luggage rack
any slipper to the guest completed with sandal.
- i. Dressing table or dressing desk, completed with dressing mirror and
dressing lamp. On the dressing table are:
- 1) An astray with the matches
 - 2) A stationary map holder. The folder have content:
 - a) Four piece of writing paper
 - b) Two envelopes
 - c) A piece hotel postcard
 - d) A piece guest comment (guest questioner)
 - e) A piece hotel brochure
 - f) A piece hotel facility and room rate
 - g) A piece hotel sticker
 - 3) One tray, content with:
 - a) A cattle jug
 - b) Two drinking glasses
 - c) Two aqua bottles
 - d) Two tea bags and four sugar bags

- 4) Magazines
- j. TV cable with the TV completed with TV program and video program
- k. Waste basket
- l. Coffee table with two chairs
- m. Night table with night lamp and sometimes called bed side table, because the position beside the bed. Completed with:
 - 1) A directory of service (service directory book) there are:
 - a) The urgent telephone number of the hotel
 - b) The facilities of the hotel
 - c) The addition facilities (the facilities gotten by the guest during stay in the hotel)
 - d) The service information which request by the guest during stay in the hotel)
 - e) Checkout time (the guest time to life the hotel)
 - f) The role for the guest during stay in the hotel
 - 2) Telephone, which can used to local, inter local, and abroad.
 - 3) 1 room service menu, the list of food and beverage menu can request by the guest form the room by telephone and will be served in the room.
 - 4) 1 memo pad
 - 5) 1 ball point
 - 6) 1 telephone tend card

n. Bath room : private bath room with hot and cold water, and completed with:

1) Wash basin (wastafel) part of:

a) Wash basin table, completed with guest amenities (guest supplies), they are:

- 1 tissue box
- 1 bath foam
- 1 shampoo
- 1 shaver
- 1 comb
- 1 shower cap for take a bath with a shower
- 1 set of cotton buds
- 1 tooth glasses have been sterilized
- 1 candle with candle glass
- 1 astray with 1 match box
- 1 sanitary bag, plastic for rubbish which can't direct touched by official, such as : broken glass, razor blade, etc.
- 1 roll paper (toilet paper)

b) Wash basin bowl

c) Wash basin drain

d) Wash basin stopper

e) Faucet for hot and cold water

2) Bath room mirror discharged on the wash basin table

- 3) Waste basket under wash basin table
- 4) Toilet bowl, a part of:
 - a) Toilet bowl seat
 - b) Toilet bowl ring (for the children)
 - c) Toilet bowl cover
 - d) Toilet bowl flusher
- 5) Toilet paper holder discharged in the left of toilet bowl
- 6) For suit room, beside toilet bowl also completed with bidet, like toilet bowl but without ring and cover, especially for women if she want to wash her hand.
- 7) Bath tub, a part of:
- 8) Beside bath tub, discharged on the wall in the bath room, there are:
- 9) Shower curtain (made for plastic), to protect if the guest take a bath with the shower in order to the water whelm the floor.
- 10) Towel shelf, to put the bath towel, and hand towel. The position, on the wall and near the tub to make easy the guest to put the bath towel.
- 11) Beside that, bed room must be completed with fire alarm.

2. Executive Suite Room

Suite room facilities have same facilities with standard room, and have some added facilities, there are:

- a. Living room completed with television, sofa, and telephone
- b. Alcoholic drink in refrigerator

- c. Parallel telephone in the bath room with telephone in the bed room, to make easy the guest receive the call if they in the bath room.
- d. In the bed room completed with cattle jug, complete with tea cup, saucer, tea spoon, tea bag, coffee bag, and sugar bag.
- e. Hand and hair dryer in the bath room.

3. Deluxe Suite Room

Deluxe suite room have two times more facilities than executive suit room, have more large bed room with carpet, and two bath room completed with bath robe.

CHAPTER IV

CONCLUSION

A. Conclusion

After doing Job Training in Sahid Kusuma Raya Hotel Solo, the writer got a lot of experiences about the duties and the way how to work of each section in housekeeping department directly. In this chapter, the writer presents some conclusions. They are as follows:

1. There are three major sections into three sections. Those are:
 - a. Floor section which is divided into three sections. Those are: room section which is responsible for cleaning the cleanliness of guest rooms. Linen and uniform section which is responsible for the linen that used by the hotel and the last is pool section which is responsible for cleaning the area of swimming pool.
 - b. Houseman section is one of housekeeping section whose duty is responsible for cleaning the public areas in the hotel.
 - c. Garden section is one of the housekeeping section whose duty is responsible for cleaning the garden areas in the hotel.
2. There are some weaknesses and strengths in the hotel which are founded by the writer. The weaknesses are the hotel management is less aware of the employee's welfare, there is less communication among departments in the hotel so that there is always be misunderstanding, the employees less understand the English and the last is there is equipment used by the

housekeeping department. On the other hand, the strengths of the hotel are the employees serve the guests by a good manner and the employees do their job with efficient time.

3. The duties and jobs of section of housekeeping department at Sahid Kusuma Raya Hotel Solo are as follows:
 - a. Executive housekeeper has duties and responsibilities of the whole operational works in housekeeping department.
 - b. Assistant housekeeper has the duties and responsibilities of backing up the executive housekeeper.
 - c. Office clerk has duties and responsibilities of taking responsibilities as secretary, administration, telephone operator, and order taker.
 - d. Floor section (room boy section) has duties and responsibilities of taking responsibilities in cleaning the guest room, by keeping tidiness and gorgeousness of both occupied and unoccupied rooms, and completing the facilities of guest room.
 - e. Public area section has duties and responsibilities of taking responsibility in cleaning all public area of the hotel.
 - f. Gardener section has duties and responsibilities of taking responsibility and keeping attractiveness of the garden both inside and outside the hotel.

4. Some recommendations that must give attention for problem solving within house keeping
 - a. Clean rugs, carpets, upholstered furniture, and/or draperies, using vacuum cleaners and/or shampoos.
 - b. Empty wastebaskets, empty and clean ashtrays, and transport other trash and waste to disposal areas.
 - c. Care for children and/or elderly persons by overseeing their activities, providing companionship, and assisting them with dressing, bathing, eating, and other needs.
 - d. Carry linens, towels, toilet items, and cleaning supplies, using wheeled carts.
 - e. Purchase or order groceries and household supplies to keep kitchens stocked, and record expenditures.
 - f. Run errands such as taking laundry to the cleaners and buying groceries.
 - g. Sweep, scrub, wax, and/or polish floors, using brooms, mops, and/or powered scrubbing and waxing machines.
 - h. Dust and polish furniture and equipment.
 - i. Keep storage areas and carts well-stocked, clean, and tidy.
 - j. Polish silver accessories and metalwork such as fixtures and fittings.
 - k. Remove debris from driveways, garages, and swimming pool areas.
 - l. Replace light bulbs.

- m. Replenish supplies such as drinking glasses, linens, writing supplies, and bathroom items.
- n. Sort clothing and other articles, load washing machines, and iron and fold dried items.
- o. Sort, count, and mark clean linens, and store them in linen closets.
- p. Wash windows, walls, ceilings, and woodwork, waxing and polishing as necessary.
- q. Assign duties to other staff and give instructions regarding work methods and routines.
- r. Request repair services and wait for repair workers to arrive.
- s. Deliver television sets, ironing boards, baby cribs, and rollaway beds to guests' rooms.
- t. Disinfect equipment and supplies, using germicides or steam-operated sterilizers.
- u. Hang draperies, and dust window blinds.
- v. Move and arrange furniture, and turn mattresses.
- w. Observe precautions required to protect hotel and guest property, and report damage, theft, and found articles to supervisors.
- x. Plan menus, and cook and serve meals and refreshments following employer's instructions or own methods.
- y. Prepare rooms for meetings, and arrange decorations, media equipment, and furniture for social or business functions.
- z. Take care of pets by grooming, exercising, and/or feeding them.

5. The facilities of housekeeping department at Sahid Kusuma Raya Hotel

Solo to serve the guests are:

a. Standard room

Standard room has the facilities such as a bed completed with bath room and some standard facilities of four-star hotel needed by the guests.

b. Executive suite room

Executive suit room has same facilities with standard room, and have some added facilities, they are:

- 1) Living room completed with television, sofa, and telephone
- 2) Alcoholic drink in refrigerator
- 3) A bath room parallel telephone conducted with a bed room parallel telephone to make the guest easy to receive the call if they are in the bed room or in the bath room.
- 4) The bed room is completed with cattle jug, together with tea cup, saucer, tea spoon, tea bag, coffee bag, and sugar bag.
- 5) Hand and hair dryer in the bath room.

c. Deluxe suite room

Deluxe suit room has two times more facilities than executive suit room, larger bed-room with carpet, and two bath-rooms completed with bath robe.

B. Suggestions

After having job training for 3 months in housekeeping department, the writer would like to give some suggestions to the hotel, especially to the housekeeping department and to the university. Here are the suggestions:

1. To the Hotel
 - a. The hotel management should be aware of the employee's welfare.
 - b. The housekeeping department should hold and maintain a good relationship with other departments.
 - c. The hotel management should give the employees English course to improve their English.
 - d. The hotel management should add the equipments used by the housekeeping department, for examples: vacuum cleaner and sheets.
 - e. As a traditional and business hotel, most of the guests are foreigner visiting Sahid Kusuma Raya Hotel Solo, so the employees must have enough English skill. Practicing English in daily activities is good solution to refresh their mind in speaking English fluently.
 - f. Improving the quality of human resources by giving training to all employees, so that they can understand their roles and responsibilities well.
 - g. Motivating the hotel employees to maximize their work by providing them reward and promotion to higher stage.

2. To the University
 - a. The English Diploma Program Faculty of Letter and Fine Arts, Sebelas Maret University, especially the Hotelier Lectures should give more practice than theory, because the theory is not enough if we have to practice in the work world.
 - b. English Diploma Program of Faculty of Letter and Fine Arts should give more knowledge and practices on hotelier, and should provide more practices than theories.

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