The job of housekeeping department officers at comfort inn hotel
Solo

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

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APPROVAL OF SUPERVISOR

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Report Title : THE JOB OF HOUSEKEEPING DEPARTMENT OFFICERS AT COMFORT INN SOLO HOTEL

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MOTTO

Be a good Moslem or die as syuhada

Love can make blind, but you cannot found love in blindness

I'm Not a Good Moslem, But I'll Try To Keep ISLAM

(The writer)
DEDICATION

This report the writer dedicated to:

My Beloved Parents

My Grand Pa

My sister " Mala "

My Brother " Andi and Wawan"

22-t
ACKNOWLEDGEMENT

First of all, the writer would like to thank God for His charity and blessing given to the writer, so that the writer can finish this final project report entitled “The Job of the Housekeeping Department at Comfort Inn Hotel Solo”.

This report is partial of the requirements in obtaining degree in the English Diploma Three Program, Faculty of Letters and Fine Arts at Sebelas Maret University. The writer would not able to complete this report if the writer was not helped and supported by others. So in this opportunity the writer would express gratitude to:

1. Drs. Maryono Dwirahardjo, SU, the Dean of Faculty of Letters and Fine Arts for giving the approval for this report.
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8. Supardi, as a Housekeeping Supervisor at Comfort Inn Hotel Solo and all of Housekeeping staffs for the guidance during job training.
10. All of my X-girls, Poetri, Sarah, Ayu, X-bitch, CNX, Betty, U3, for give me support and inspiration so the writer can finish this final project report.


Finally, the writer realizes that this report is still far from being perfect, but the writer happily accepts criticisms from the readers in order to make this report better in future. The writer hopes that this report will be able to give contribution to other people.

Surakarta, August 2005

Rifa'i Wibowo
ABSTRACT


Housekeeping Department as one of the partial of a hotel has to keep the services to the hotel guest. The writer found out that Housekeeping Department has the important role in supporting the hotel operational.

This final project report has two main goals, they are to find out what Housekeeping Department's job and how they work on handling their duties in Comfort Inn Hotel Solo.

This final project report belongs to descriptive method. To get the data, the writer uses some methods. They are observation, interview, and library study.

From the analysis, the writer concludes the job of 5 section on the Housekeeping Department at Comfort Inn Hotel Solo are Executive housekeeper, Room Section, Public Area Section, Linen Section, and Laundry Section. Executive Housekeeper has job in planning work schedules and coordinating all activities of the staff. Room Section is divided into 2 parts, first Room Boy that has duties in keeping guest room clean and also completing the additional needs, and second is Room Supervisor that has duty in controlling the work of Room Boy. Public Area Section is also divided into two parts, Houseman that has job in keeping public area clean, and the public Area Supervisor that has duty in controlling the work of the Houseman. Meanwhile, the duty of linen Section is distributing linen for each room. Finally, Laundry Section has job in providing the equipment and inspecting the operational works for linen laundering and it saving. Whereas, the housekeepers do their jobs can be done through the following ways: Executive Housekeeper gives brief instruction to the Housekeeper Supervisor at the beginning of work hours before the staff work and checks the staff every three hours. Room Section is responsible in keeping sanitation and providing the room need, so that Room Boy cleans the bathroom then checks it everyday. Besides, Room Supervisor controlling the work of Room Boy by leading and then checking the work of the Room Boy every one hour. In the other hand, Public Area Supervisor is leading the work of the Houseman to keep public area clean. While, Linen Section distributes the linen to the rooms after getting list from the Room supervisor. Finally, Laundry Supervisor leads Laundry Section. After Washer Attendant washes the dirty cloths, then it is given to Linen section.
# LIST OF CONTENTS

<table>
<thead>
<tr>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>APPROVAL OF SUPERVISOR</td>
<td>ii</td>
</tr>
<tr>
<td>APPROVAL OF THE BOARD EXAMINERS</td>
<td>iii</td>
</tr>
<tr>
<td>MOTTO</td>
<td>iv</td>
</tr>
<tr>
<td>DEDICATION</td>
<td>v</td>
</tr>
<tr>
<td>ACKNOWLEDGMENT</td>
<td>vi</td>
</tr>
<tr>
<td>ABSTRACT</td>
<td>viii</td>
</tr>
<tr>
<td>LIST OF CONTENT</td>
<td>ix</td>
</tr>
<tr>
<td>CHAPTER I: INTRODUCTION</td>
<td>1</td>
</tr>
<tr>
<td>A. Background</td>
<td>2</td>
</tr>
<tr>
<td>B. Problem Statement</td>
<td>2</td>
</tr>
<tr>
<td>C. Objectives</td>
<td>2</td>
</tr>
<tr>
<td>D. Scope of Report</td>
<td>2</td>
</tr>
<tr>
<td>E. Benefit</td>
<td>3</td>
</tr>
<tr>
<td>F. Report Organization</td>
<td>3</td>
</tr>
<tr>
<td>CHAPTER II: LITERARY REVIEW</td>
<td>5</td>
</tr>
<tr>
<td>A. Hotel</td>
<td>5</td>
</tr>
<tr>
<td>B. Description of Comfort Inn Hotel Solo</td>
<td>9</td>
</tr>
<tr>
<td>B. Brief history of Comfort Inn Hotel Solo</td>
<td>9</td>
</tr>
<tr>
<td>B. Organization Structure of Comfort Inn</td>
<td>10</td>
</tr>
<tr>
<td>CHAPTER III: METHODOLOGY</td>
<td>11</td>
</tr>
<tr>
<td>A. Technique of Collecting Data</td>
<td>11</td>
</tr>
<tr>
<td>B. Technique of Data Analysis</td>
<td>12</td>
</tr>
</tbody>
</table>
CHAPTER 1
INTRODUCTION

A. Background

On the final term in English diploma program of Sebelas Maret University Surakarta, every student of English diploma three programs must do job training in a company or organization in order to implement the knowledge they have obtained on the classes, especially those which deal with English for Tourism and also English for Journalism. This job training is also a medium to arrange the final project report as one of requirements to pass the program and to train the students in facing the real occupation world. By doing job training, the graduated students are expected to be skillful worker.

The writer decided to do job training in Comfort Inn Hotel Solo which is located in JL. Slamet Riyadi 366 Surakarta with consideration that the writer could be able to implement the knowledge and ability about being one of public relation staff in Comfort Inn Hotel Solo. The hotel management, however, placed the writer to do job training in housekeeping division.

As three-stars hotel, the role of house keeping division is very important, especially to keep hotel facilities. By their good job, it helps to improve the number of hotel guest, and to maintain Comfort Inn Hotel Solo as a high-grade hotel.
Considering the above phenomenon, the writer is interested in writing the final project entitled The Job of Housekeeping Department Officers at Comfort Inn Hotel Solo.

B. Problem Statements

In every research of doing the final project, some problem statements are needed in order not to bring misunderstanding. This final project attempts to identify problems as follow:

1. What are the jobs of housekeeper at Comfort Inn Hotel Solo?
2. How do they manage their jobs and handle the responsibility upon them in supporting hotel activities at Comfort Inn Hotel Solo?

C. Objectives

Every project whatever individually or group research, must have certain objectives. The objectives are needed to give a specific direction of doing the project. The objectives of this final project are:

1. To describe the job of housekeeper at Comfort Inn Hotel Solo.
2. To describe how the housekeeper do their job at Comfort Inn Hotel Solo.

D. Scope of Report

The scope of report of this final project is limited in Comfort Inn hotel Solo located in Jl. Slamet Riyadi 366 Surakarta, where the writer did his job
training, and observation for January 1\textsuperscript{st} until January 30\textsuperscript{th}, 2005. This observation focused on how the housekeepers at Comfort Inn Hotel do their job.

E. Benefits

Hopefully this report will be beneficial for:

1. The writer, it can give more knowledge and experience

2. The readers, especially for the student who are interested in the same institution for the final project report.

3. The Comfort Inn Hotel, it is expected that this report can provide a valuable contribution for a better development and support them to improve their quality and services.

D. Report Organization

In order to give the specific description of the final project contents, the writer explains it into the report organization as follows:

CHAPTER 1: INTRODUCTION

A. Background

B. Problem statement

C. Objectives

D. Scope of report

E. Benefits

F. Report Organization
CHAPTER II: LITERARY REVIEW

A. Hotel

1. Definition Hotel
2. Hotel Classification
3. Housekeeping Division
4. Job Description of Housekeeper

B. Description of Comfort Inn Hotel Solo

1. Brief history of Comfort Inn Hotel Solo
2. Organization Structure of Comfort Inn Hotel Solo

CHAPTER III: METHODOLOGY

A. Technique of Collecting Data
B. Technique of Analyzing Data

CHAPTER IV: DISCUSSION

A. The Job of Housekeeper at Comfort Inn Hotel Solo
B. The Way of the Housekeeper in Doing Their Job

CHAPTER V: CONCLUSION AND SUGGESTION

A. Conclusion
B. Suggestion
CHAPTER II
LITERARY REVIEW

A. Hotel

1. Definition Hotel

There are some definitions about what is a hotel:

According to Modern Hotel and Motel Management: “Hotel is a building or institution providing lodging, meal, and services for the public” (Lattin and Thomas, 1997:48).

Sulastiyono on his book Manajemen Penyelenggaraan Hotel states: “Hotel is an accommodation that use partial or entire building to provide inn service, food and beverage, and other supporting service for public that is commercially organized”(Sulastiyono, 1999:6).

While based on Surat Keputusan of tourism, Post and Telecommunication Minister Number KM 37/PW 340/MPPT-16 about Peraturan Usaha dan Penggolongan Hotel (Business Policy and Hotel Classification) Chapter 1, Section 1, Subsection (b) “Hotel adalah suatu jenis akomodasi yang mempergunakan sebagian atau seluruh bangunan untuk menyediakan jasa penginapan, makanan dan minuman, serta jasa penunjang lainnya bagi umum yang dikelola secara komersial”.

Based on the definitions above, the writer concludes that a hotel is a kind of accommodation that providing inn service, food and beverage, and other services to get profit.
2. Hotel Classification

Basically, hotel classification can be distinguished based on several approaches such as the rooms, guest type, and length of stay (Sri Sulastiningrum: 1996)

1). Room Total

Based on the rooms offered hotel can be distinguished into 4 types, they are:

- Small Hotel: a hotel that has not more than 25 rooms.
- Average Hotel: a hotel that has 25 until 100 rooms.
- Above Average Hotel: a hotel that has 100 until 300 rooms.
- Large Hotel: a hotel that has more than 300 rooms.

2). Guest Type

Based on the guest stayed, hotel can be distinguished into 6 types, they are:

- Family Hotel: a hotel that is planned for family.
- Business Hotel: a hotel that is planned for businessman.
- Tourist Hotel: a hotel that is planned for tourist.
- Transit Hotel: a hotel that is planned for people who make temporary transit in a trip.
- Cure Hotel: a hotel that is planned for people who want to recover from their illness.
- Convention Hotel: a hotel that is planned for convention organization.

3). Length of Stay

Based on length of stay hotel can be distinguished into 3 types, they are:

- Transient Hotel is a hotel that the length of guest stays just for 1 or 2 nights.
- Semi-residential Hotel is a hotel that the length of guest stays between 2 nights until 1 week.

- Residential Hotel is a hotel that the length of guest stays more than 1 week, for long time.

3. Housekeeping Division

Housekeeping is a division that has roles in guest service, particularly to give comfort and keep rooms hotel clean (Sulastiyono, 1996).


From the quotation above, it can be concluded that Housekeeping is one department in a hotel which has roles and vital function in providing services to the guest especially those relating to sophisticated services, attractiveness, completeness, cleaning service, gorgeous view and other public services in order to guarantee satisfaction and comfort for all guests and employees.

4. Job Description of Housekeeping Department

Based on the job and responsibility, Housekeeping Department can be distinguished into 5 sections (Sulastiyono, 1999). They are: Executive Housekeeper, Room Section, Public Area Section, Linen Section, and Laundry Section.
1). Executive Housekeeper

The main duties and responsibilities are handling the operational works in Housekeeping Department. Executive Housekeeper is always able to use the available sources to reach purpose of the organization run by the management, to discover new innovations for services, and to decrease the disorder service quality.

2). Rooms Section

Room section has two officers, which both of their duties and responsibilities will be described as follows:

a) Room Boy

The Room Boy, one of the officers in Housekeeping Department is responsible in keeping sanitation, taking care, and also completing the additional needs (such as providing soap, towels, etc).

b) Room supervisor

Room supervisor, as part of Room section controls the process work of Room Boy.

3). Public Area Section

Public Area section has two officers, each of them has their own responsibilities and duties differ with another. They are described as follows:

a) Houseman

Keeping the sanitation, tidiness, completing public area equipment compatibilities.
b) Public Area Supervisor

This officer is responsible in controlling the working process of Houseman. This officer position is a step higher of Houseman.

4. Linen Section

This section has responsibility in distributing linen if necessary for each room and keeping and supplying the linen needed for hotel operational.

5. Laundry Section

The work field of this section covers in preparing the course and instruction to the staffs, making the works planning and providing the equipment and inspecting the operational works for linen laundering and its savings.

B. Description of Comfort Inn Hotel Solo

1. Brief History of Comfort Inn Hotel Solo

Comfort Inn Hotel Solo is one of three star hotels in Solo. It is located on Jl. Slamet Riyadi 366 Solo. Comfort Inn Hotel Solo provides business traveler with a taste of elegance-personalized services. The hotel is close to main public activities such as mall and traditional market. Just like the other three star hotels, Comfort Inn Hotel Solo offers comfortable services in this hotel. The hotel has 32 rooms both deluxe and suite rooms, free airport/airway station transfer, meeting room, and also restaurant.

Comfort Inn Hotel Solo was officially inaugurated in Solo on April 4th 1984 with name Solo Inn Hotel. The Comfort Inn Hotel Solo was reserved on the year 1983 through letter of authorization SK NO. 1320-03-025-89 issued
by BAP project BKP MD of Central Java province and recommended by
BKMD No. 570/29 on May 4th 1983.

Comfort Inn Hotel Solo is one of the Choice Hotels management operates
in Indonesia. It is a master license holder of Choice Hotel International, which
managed more than 22 hotels in Indonesia and 5,000 hotels, Inns, Suites and
Resort in 46 countries around the world. These are the hotels managed by
Choice Hotel International: Sleep Inn Hotel, Comfort Inn Hotel, Comfort
Suites Hotel, Quality Hotel and Clarion Hotel. Choice Hotel International is
the world's largest hotel chain with 5,000 hotels and 400,000 rooms in 46
countries under its banner.

2. Organization Structure of Comfort Inn Hotel Solo.

CHAPTER III
METHODOLOGY

A. Techniques of Collecting Data

In this final project report, the writer uses some technique of collecting data to support the contents of this final project report. They are:

a. Observation

To gain the data, the writer did an observation in the Housekeeping Department at Comfort Inn Hotel Solo for January 1st until 30th 2005. The writer observed the job and responsibility of each staff on their work especially in Housekeeping Department.

b. Interview

The writer interviewed three staffs of Housekeeping Department by giving some questions which related to the problem statement and contents of this final project report. The questions such as:

1. What are the jobs of Housekeeper at Comfort Inn Hotel Solo?
2. How the Housekeeper do their jobs?
3. How many sections are there in Housekeeping Department at Comfort Inn Hotel Solo?

c. Library Study

To get more complete data and information, the writer read some books for reference and other sources related to the problem such as: Comfort Inn brochures and Comfort Inn Hotel document.
B. Technique of Data Analysis

In this final project report, the writer uses descriptive analysis technique. This analysis consists of detail explanation about the job and responsibility of the Housekeeping Department at Comfort Inn Hotel Solo. The writer analyzes the data collected from the field and taken from the books which are available in the library. Therefore, the correlation of the data collected by doing observation, interview, and library study will become discussion, conclusion, and suggestion about the job and responsibility of the Housekeeping Department at Comfort Inn Hotel Solo. From this technique of analysis the writer use, it is obviously described that the responsibility of the staff is expressed through their way in handling their duties.
In this chapter the writer would like to discuss about the job of Housekeeper in Comfort Inn Hotel Solo and how they manage their jobs and handle responsibility upon them in supporting hotel activities based on the writer observation during one month job training.

A. The Job of Housekeeper at Comfort Inn Hotel Solo

To describe the jobs of Housekeeper in Comfort Inn Hotel Solo, the writer uses the organization chart because of the Housekeeping Department is distinguished into several sections. Each section in Housekeeping department at Comfort Inn Hotel Solo has their own job. Basically, the organization structure of the housekeeping at Comfort Inn Hotel Solo is the same as that of the other hotels. This is the organization chart of the Housekeeping Department at Comfort Inn Hotel Solo:
From the organization chart above, the writer would like to describe their job of each section in Housekeeping department as follows:

1. Executive Housekeeper

The duties and responsibilities of this section are coordinating all activities in Housekeeping department and planning work schedule. An Executive housekeeper has to be able to use all of the available sources to reach purpose of the organization. It can be done by coordinating Housekeeping staff in order to obtain the best service. An Executive housekeeper also makes work schedule, so that the housekeeping staff knows what they should do. Executive housekeeper has to be responsible for the whole operational works in Housekeeping Department.

2. Housekeeping Supervisor

The duties and responsibilities of this section are taking care of certain activities which are necessary to the duty commanded by the leader. In Comfort Inn Hotel Solo, Housekeeping Supervisor job are leading the staff duties by checking and observing their duties.

3. Room Supervisor

The duties and responsibilities of this section are controlling the work of room boy. Room Supervisor job in Comfort Inn Hotel Solo is lead the room boy work by giving instruction then evaluating the work of room boy.
4. Public Area Supervisor

Public Area Supervisor has responsibility in controlling the working process of houseman. This can be done by leading the houseman in handling their duties.

5. Linen Supervisor

The duties and responsibilities of this section are preparing work planning for the linen staff. Linen Supervisor is also responsible for linen supplies and its distribution.

6. Laundry Supervisor

The duties and responsibilities of this section is controlling the whole activities in laundry section particularly in linen laundering and its saving.

7. Room Boy

The duties and responsibility of this section are keeping guest room clean and also completing the additional needs, such as: providing soap, towel, etc.

8. Houseman

The duties and responsibilities of this section are keeping public service clean. The fields of this section are all of public area of the hotel, such as: lobby, garden, etc.

9. Linen Keeper

The duties and responsibilities of this section are keeping and repairing the guest linen including the staff uniform.
10. Washer Attendant

The duties and responsibilities of this section are washing the cloth and checking the washed cloth.

11. Gardener

The duties and responsibilities of this section are holding the plants both inside and outside the hotel and keeping the garden decoration and the garden clean.

12. Office Boy

The duties and responsibilities of this section are keeping the cleanliness of back office area and controlling the activities in back office area.

C. B. The Way of the Housekeeper in Doing Their Job

Based on the observation that the writer did during job training in Housekeeper, the writer would like to describe how the Housekeeper at Comfort Inn Hotel Solo handle their job. Generally, in handling their jobs the Housekeeper are able to manage their work like what the Comfort Inn Hotel Solo regulations.

1. Executive Housekeeper

An Executive Housekeeper has job in coordinating all activities in the Housekeeping Department. In doing this job, the Executive Housekeeper gives brief instructions to the Housekeeping Supervisor at the beginning of work hours before the staffs work. In this briefing, an Executive Housekeeper makes work schedules and also gives some instructions to the Housekeeper Supervisor about what they should
work. Executive Housekeeper also takes responsibility of the whole operational works in Housekeeping department, so that Executive housekeeper must control the work of each staff. It can be done by checking the work of the staff every 3 hours. Besides, Executive Housekeeper receives the work report from the Housekeepers supervisors after finishing their job, so that he can know the works of each staff.

2. Housekeeper Supervisor

The job and responsibility of Housekeeper supervisor is leading the work of the Housekeeper staff. In doing this job, Housekeeper Supervisor as a higher officer, after the Executive Housekeeper, gives instructions to the supervisors about what they should work.

Housekeeper Supervisor is responsible in taking care of certain activities to the duties commanded by Executive Housekeeper. This job can be done by leading the staff and by checking the work of the staff every 2 hours.

3. Room Supervisor

As Room Supervisor has responsibility in controlling the work of Room boy, this job can be done by leading the work of Room Boy and always controlling the work of Room Boy by checking them every 1-hour.

4. Public Area Supervisor
On doing the job, a Public Area Supervisor controls the working process of the Houseman. It can be carried out by leading the work of Houseman, and giving instruction about what should the Houseman do before starting the job. Public Area Supervisor is also responsible in keeping public area clean, so that Public Area Supervisor must be responsible for the working process of the Houseman. In doing this job, Public Area Supervisor controls the work of Houseman by leading the Houseman works.

5. Linen Supervisor

In doing the job, Linen Supervisor planning the work schedules for the Linen Keeper after getting list from the Room Supervisor about the room that need linens.

6. Laundry Supervisor

Laundry Supervisor is responsible in controlling the whole activities in laundry section, particularly linen laundering and its saving. In doing this job, Laundry Supervisor lead the work of Washer Attendant. This job is done once a day.

7. Room Boy

Room Boy is led by Room Supervisor. Room Boy is responsible in keeping sanitation. In doing this job, Room Boy clean the bathroom everyday. Room Boy is also responsible for providing hotel rooms needs such as: soap, and shampoo. Everyday Room Boy must check it.
8. Houseman

Houseman is responsible in keeping public area clean. In doing this job, Houseman do vacuuming the hotel corridor twice a week. Besides, Houseman also do shampooing hotel floor once a week. Houseman works under the Public Area Supervisor.

9. Linen Keeper

In doing the job, linen keeper is led by Linen Supervisor. Linen Keeper is responsible in distributing the linen. The distribution is done twice a day. In linen distribution, the Linen keeper is helped by Room Boy.

10. Washer Attendant

The Washer Attendant is responsible in washing the cloths. The dirty cloths are washed by Washer Attendant. After the cloths are washed, then Washer Attendant check it before give it to Linen Section.

11. Gardener

The Gardener has responsibility for take care the plants, particularly in the garden. The plants are watered twice a day, in the morning and evening.

12. Office Boy

In doing the job, Office Boy by cleaning the back office area such as: kitchen and linen area twice a day in the morning and evening.
CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusion

In this last chapter, the writer presents some conclusions as follows:

1. The Job of Housekeeping Department at Comfort Inn Hotel Solo

Housekeeper at Comfort Inn Hotel Solo has certain functions that it will influence the hotel activities to increase the number of guest. The jobs are:

a. Executive Housekeeper
   - Planning work schedules for the staff
   - Coordinating all activities of the staff

b. Room Section
   1). Room Boy
      - Keeping guest room clean and also completing the additional needs.
   2). Room Supervisor
      - Controlling the work of Room Boy

c. Public Area Section
   1). Public Area Supervisor
      - Controlling the work of Houseman
   2). Houseman
      - Keeping public area clean

d. Linen Section
   - Distributing linen for each room
2. The Way of the Housekeeper in Doing Their Job

Based on the description of how the housekeepers do their jobs at Comfort Inn Hotel Solo in Discussion Chapter, it can be concluded that basically the Housekeeping Department is divided into 5 sections, they are: Executive Housekeeper, Room Section, Public Area Section, Linen Section, and Laundry Section, which they do their jobs as follows:

a. Executive Housekeeper

In doing the job, the Executive Housekeeper gives brief instruction to the Housekeeper Supervisor at the beginning of work hours before the staff work. Besides, he also checks the work of the staff every 3 hours.

b. Room Section

Room Section is responsible in keeping sanitation and providing rooms needs. Everyday, Room Boy cleans the bathroom and also checks the room needs such as: soap and towel. Room Supervisor has responsibility in controlling the work of Room Boy by leading the work of Room Boy and checking every 1-hour.

c. Public Area Section

Public Area Supervisor leads the working process of the Houseman in keeping public area clean, organized, and magnificent.
d. Linen Section

This section has responsibility in linen distribution after getting list from the Room Supervisor about the room that need linens.

e. Laundry Section

Washer Attendant washes the dirty cloths once a day. After the cloths are washed, then it gives to Linen Section. Laundry Supervisor leads Laundry Section.

B. Suggestion

After having job training for one month on January 2005 at Comfort Inn Hotel Solo, the writer would like to give some suggestions for the following parties:

1. Housekeeping Department

It is essential for Housekeeping Department of Comfort Inn Hotel Solo to change the equipment used to make the operational works run maximally.

2. The hotel management

The hotel management should hold and maintain a good relationship with the other departments in the hotel.

Finally, the writer hopes that the final project will be beneficial for those who want to dig more knowledge on hotel operational system, especially in Housekeeping Department operational system.
BIBLIOGRAPHY


APPENDICES
The Organization Chart of Housekeeping Department

At Comfort Inn Hotel Solo

Executive Housekeeper

Housekeeping Supervisor

Room Supervisor
Room Boy

Public Area Supervisor

Linen Supervisor
Linen keeper

Houseman

Gardener

Office Boy

Laundry Supervisor
Washer attendant
Interview

The writer interviewed three staffs of Housekeeping Department by giving some questions which are related to the problem statement and content of final project. The questions are:

1) What are the activities done by the Housekeeping Department?

2) What is the Housekeeping Department’s role in supporting the hotel activities?

3) What are the duties of each section in the Housekeeping Department at Comfort Inn Hotel Solo?

4) What are the problems found in the Housekeeping Department at Comfort Inn Hotel Solo?

5) How does the relation between the Housekeeping Department and the other departments in supporting hotel activities?
SEJARAH BERDIRINYA HOTEL

1. Sejarah singkat Comfort Inn Hotel Solo


Hotel Comfort Inn termasuk hotel bintang tiga. Adapun jumlah kamarnya 32 buah dengan klasifikasi kamar 3 buah suite room dan 29 standart room.

2. Sasaran Pemasaran

Comfort Inn Solo Hotel mempunyai lokasi sangat strategis, mempunyai jangkauan pemasaran yang sangat luas. Sasaran yang ditempuh jangka dekat adalah kota Solo. Sasaran yang ditempuh karena hotel Solo Inn dekat dengan Gelora Manahan, Srikedari, Kraton Surakarta dan pasar Klewer. Jadi letaknya sangat strategis untuk tempat penginapan wisatawan yang berkunjung di kota Solo.

Dikarenakan kota Solo merupakan kota budayawan maka untuk menambah kelengkapan transportasi kemudian dibuka bandara Adi Sumarmo sebagai bandara Internasional maka tamu yang menginappun juga bervariasi seperti:

1). Wisatawan (domestik tourist & foreign tourist)
2). Orang yang sedang melakukan perjalanan
Surakarta, or Solo, is the second city of Java and a cultural landmark. Solo is a center of the art and home to two Keraton, or royal palaces.

In Solo you'll also find a huge textile market, a bird market and flea market, plus a choice of dance and cultural performances.

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Jl. Cilandak 1/27-31 Jakarta 12430
Phone: (62-21) 759-01936 Fax: (62-21) 759-14277
e-mail: choice@cbn.net.id http://www.choicehotelsindonesia.co.id

Contact your travel agent:
Comfort Inn Solo is located on Jl. Slamet Riyadi 366, the main street of Solo City.

Comfort Inn Solo provides business travelers with a taste of elegance and personalized services.

The hotel is close to the main shopping centers, traditional markets, batik center, and royal palaces.

Comfort Inn Solo offers an array of 32 deluxe and suite rooms, coffee shop, 24-hour room service, meeting room, Kencono Wungu restaurant, safe deposit box, free airport/railway station transfer, taxi service, and drug store.

Hotel Facilities

- 32 Guest Rooms & Suites
- Color TV, In-house Movies, Minibar
- IDD Telephone, Tea & Coffee Maker facilities
- Pringgodani Meeting Room can cater up to 30 persons provide completed with standard meeting equipment
- Garden Lounge 'Coffee Shop' with beautiful view, open until late 11.00 pm
- Kencono Wungu Restaurant provides the famous Javanese Food with traditional recipes, European and Asiatic cuisine
- The restaurant is comfortable for all Parties, Exhibition and Meeting up to 100 persons
- 24 Hours Room Service
- Free Airport and Railway Station Shuttle Service also to the shopping center
- Safe Deposit Box are available at Front Office
- Drugstore & souvenir shop
Pesona Pernikahan "Bersahaja"

A. Rp. 10.750.000,-/nett
B. Rp. 8.425.000,-/nett
Special harga kamar untuk keluarga 50% disc

10 Kemudahan
Anda akan mendapatkan layanan Cuma-Cuma antara lain:
- Ruangan Resepsi Pernikahan
- Hidangan Pusaranan untuk 300 orang
- Minuman segar, Soft Drink, Teh, Aqua
B. Penataan Dekorasi Pelaminan
- Meja Penerimaan Tamu
- Penempatan Kado / Amplip
- Iringan Musik / Organ & Penyanyi
- Video Shooting, Foto & 1 Buku album
- Kamar Khusus Memelai & Sekeranjang buah-buahan, dapat dipergunakan di Hotel Quality Yogyakarta/Quality Solo
- Antara makan pagi ke kamar untuk 2 orang.

Catatan:
- Penggunaan ruangan maximum 4 jam.
- Pembayaran uang muka 25% pada waktu penetapan acara, 50% dibayar sebelum acara & 25% sisanya setelah usai acara
- Biaya tambahan makan per orang:
  1. 50 - 100 orang @ Rp. 27.500,-/nett/orang
  2. 100 - 200 orang @ Rp. 25.000,-/nett/orang

Reservasi:
Hotel Comfort Inn Solo
Jl. Slamet Riyadi No. 366 Solo 57141
Telp./Fax (0271) 716075 / 716076
Attn. Ms. Yanni / Mr. Hartono

Dengan 10 Kemudahan

Anda akan mendapatkan layanan Cuma-Cuma
- Penataan Ruangan berikut Meja & Kursi
B. Dekorasi Ruangan
- Meja Penerimaan Tamu
- Buku Tamu
- Cake Ulang Tahun
- Sajian Pusaranan untuk 50 Orang
- Hidangan Aneka Minuman Segar.
B. Video Shooting & Foto
- Organ, Player & Penyanyi
- Disco Music Time.

CATATAN:
- Penggunaan ruangan maximum 4 jam.
- Pembayaran uang muka 25% pada waktu penetapan acara, 50% dibayar sebelum acara & 25% sisanya setelah usai acara.
- Biaya tambahan makan per orang:
  1. 25 - 50 orang @ Rp. 27.500,-/nett/orang
  2. >50 orang @ Rp. 25.000,-/nett/orang

Reservasi:
Hotel Comfort Inn Solo
Jl. Slamet Riyadi No. 366 Solo 57141
Telp./Fax (0271) 716075 / 716076
Attn. Ms. Yanni / Mr. Hartono
BUSINESS PACKAGE
Rp. 175,000.- nett/ Night

• 1 (one) night accommodation at Deluxe Room
• Breakfast for 2 Person (applicable to served in room without additional charge)
• 1 (one) time Afternoon Tea & Snack for 2 persons at Garden Lounge
• Complimentary Welcome Drink
• Complimentary Welcome Fruit Basket
• Complimentary Daily Local Newspaper
• Free Railway Station or Airport Shuttle Service
• Free pressing for 1 (one) pair of dress / suit
• 10% Discount for food consumed at Kencono Wungu Restaurant or Garden Lounge
• No additional charge for late check-out until 4.00 pm and subject to room availability
• Inclusive 21% Government Tax & Service

Validity until 30th September 2004

Jl. Slamet Riyadi No. 366 Solo 57141
Central Java - Indonesia
Telp. (62-271) 716075 Fax. (62-271)
Email: sicfi@indosat.net.id
Website: www.choicehotelsindonesia.com
**ROMANTIC DINNER**

Enjoy The Romantic And Delicious Buffet Dinner With Your Lovely
Every Wednesday "n Thursday
On 1900 - Finish
at Kancono Wungu Restaurant
Accompanied By Romantic Live Music

Jl. Slamet Riyadi No. 366 Solo 57141
Central Java - Indonesia
Tel. (62-271) 716075 Fax (62-271) 716076
Email : silch@indosat.net.id
Website : www.choicehotelsindonesia.co.id

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### Room Tariff

Validity from January 1st, 2004 until December 2004

<table>
<thead>
<tr>
<th>room</th>
<th>rates</th>
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</thead>
<tbody>
<tr>
<td>Moderate</td>
<td>Rp. 270,000</td>
</tr>
<tr>
<td>Deluxe</td>
<td>Rp. 330,000</td>
</tr>
<tr>
<td>Junior Suite</td>
<td>Rp. 420,000</td>
</tr>
<tr>
<td>Executive Suite</td>
<td>Rp. 540,000</td>
</tr>
<tr>
<td>Extra bed</td>
<td>Rp. 90,000</td>
</tr>
</tbody>
</table>

Rates are inclusive
21% government tax and service charge.
A minimum of one night deposit (non-refundable) is required.
Prior to arrival to guarantee reservation. Non guarantee reservation will be held until 18.00 hours only unless late notice is advised.
Check in time is 13.00 hours and check out time is 12.00 h.
An additional 50% will be applied for extended stay up to 18 hours and full rate will be applied for extended stay later than 18 hours.
All major credit card are accepted such as Visa, Visa Electron Card, BCA Card and Debit BCA.

Reservation:
Jl. Slamet Riyadi No. 366 Solo 57141
Tel. (0271) 716075 Fax (0271) 716076
e-mail : sloff@indosat.net.id

Managed by

CHOICE HOTELS INTERNATIONAL
"It's the extra care that counts"
CERTIFICATE

This is to certify that

Novik Aprianto

Universitas Sebelas Maret Surakarta

Has successfully completed attended

The Supervised Field Training in The Room Division Department
From January 01st 2004 through January 31st 2004

And in recognition thereof has been awarded this Certificate of Achievement

Solo, January 31st 2004

HMS Riyanto PUTRA
General Manager

R.Danarto KUNTJORO M.SE
Human Resources Manager
# JOB TRAINING EVALUATION

## CRITERION AND JUSTIFICATION

<table>
<thead>
<tr>
<th>Criterion</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Job Knowledge</td>
<td>66</td>
</tr>
<tr>
<td>2. Quality of Work</td>
<td>65</td>
</tr>
<tr>
<td>3. Efficiency of Work</td>
<td>66</td>
</tr>
<tr>
<td>4. Attendance</td>
<td>73</td>
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<tr>
<td>5. Communication</td>
<td>67</td>
</tr>
<tr>
<td>6. Learning New Procedures &amp; Task</td>
<td>64</td>
</tr>
<tr>
<td>7. Service Oriented</td>
<td>67</td>
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<tr>
<td>8. Attitude</td>
<td>73</td>
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<tr>
<td>9. Responsibility</td>
<td>65</td>
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<tr>
<td>10. Motivation</td>
<td>70</td>
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## SCORE APPRAISALS

<table>
<thead>
<tr>
<th>Score Range</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>86 - 100</td>
<td>Excellent</td>
</tr>
<tr>
<td>66 - 85</td>
<td>Good</td>
</tr>
<tr>
<td>41 - 65</td>
<td>Sufficient</td>
</tr>
<tr>
<td>26 - 40</td>
<td>Poor</td>
</tr>
</tbody>
</table>