THE HOUSEKEEPING DEPARTMENT OF
JOGJAKARTA PLAZA HOTEL

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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Report Title : THE HOUSEKEEPING DEPARTMENT OF JOGJAKARTA PLAZA HOTEL

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MOTTO S

Just Be Yourself.

Do Whatever You Want As Long As The Others Are Not Disturbed.
PREFACE

Hotel Industry is a promising industry that continues to grow as long as the condition of tourism sector in the region still good. Hotel as a facility that supports the tourism sector of a region, plays an important role in providing all of the tourists’ and other customers’ needs. The fact above makes the writer interested in studying the industry, especially about the backbone of the industry, the housekeeping department. Therefore, the writer decided to participate in a job training program of Jogjakarta Plaza Hotel and makes a report about the job training. The title of this report is “The Housekeeping Department of Jogjakarta Plaza Hotel”.

The writer thanked Allah S.W.T for the blessing and the grace. The writer also wanted to thank everyone who helped and supported the writer in making this report:

1. The writer’s parents and family
2. The supervisor of this report, Drs. Hendarto Rahardjo, MA
3. The management board of Jogjakarta Plaza Hotel, and
4. Other people who helped and supported the writer

The writer realized that the report is not flawless. Therefore, the writer wanted to apologize due to the flaws.

Surakarta, 2 June 2010

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The Writer
ABSTRACT

R. Surya A.. 2010. The Housekeeping Department of Jogjakarta Plaza Hotel. English Diploma Program, Faculty of Letters and Fine Arts, UNS.

Behind all efforts in increasing the income of tourism and hotel industry, the housekeeping department plays very important roles. The writer decided to participate in a job training program of a hotel to get more information about housekeeping department. The writer experienced a three-month job training as a housekeeping attendant. The writer had done the daily job of a public area attendant, laundry attendant, uniform and linen attendant, and room attendant in Jogjakarta Plaza Hotel. As the result of the job training, the writer got the information needed in making this report. From the job training experience, the writer concluded that housekeeping department of a hotel is very important. The department keeps the facilities of the hotel well maintained. Therefore, the hotel can maximize its services. The services of the hotel make the guests comfortable and give a good impression to the guests. Many guests of the hotel are “repeat visitors” which means that the guest had been in the hotel before and come to the hotel again on other occasions. The facts above make Jogjakarta Plaza Hotel become one of the best hotels in Yogyakarta.
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THE HOUSEKEEPING DEPARTMENT OF JOGJAKARTA PLAZA HOTEL

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ABSTRACT

2010. English Diploma Program, Faculty of Letters and Fine Arts, UNS.

Behind all efforts in increasing the income of tourism and hotel industry, the housekeeping department plays very important roles. The writer decided to participate in a job training program of a hotel to get more information about housekeeping department. The writer experienced a three-month job training as a housekeeping attendant. The writer had done the daily job of a public area attendant, laundry attendant, uniform and linen attendant, and room attendant in Jogjakarta Plaza Hotel. As the result of the job training, the writer got the information needed in making this report. From the job training experience, the writer concluded that housekeeping department of a hotel is very important. The department keeps the facilities of the hotel well maintained. Therefore, the hotel can maximize its services. The services of the hotel make the guests comfortable and give a good impression to the guests. Many guests of the hotel are “repeat visitors” which means that the guest had been in the hotel before and come to the hotel again on other occasions. The facts above make Jogjakarta Plaza Hotel become one of the best hotels in Yogyakarta.

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CHAPTER I
INTRODUCTION

A. Background to the Problem

Nowadays, many people travel out of their home city and even their home country to other cities and countries for many purposes. Some of them do it for their work, some other people do it for pleasure, and the rest of them do it for other purposes. Although they have their own purposes, they still have basic needs as human. They have to eat, need dry and clean clothes, and want a place to stay. It is easy to fulfill those needs if they have relatives or friends around their destination. However, people who have no one in their destination city will have to struggle a little harder to fulfill those needs. Fortunately, there is a place that provides accommodations to fulfill the travelers’ needs. That place is called hotel.

Hotel is a place that provides accommodations such as rooms, restaurant, swimming pool, fitness center, business center, meeting rooms, laundry, and many other accommodations. People can stay in a hotel, eat in a hotel, hold a party in a hotel, and they can do many other activities in a hotel. However, guests in a hotel need more than just accommodations. The guests need intangible products such as hospitality, cleanness, and safety. They need other people to assist them while they are in a hotel. They need other people to make their activities in the hotel more comfortable.
People who work in a hotel are called hoteliers. Generally, in order to run a hotel efficiently, hoteliers are divided into several departments such as Front Office Department, Food and Beverage Department, Housekeeping Department, Sales and Marketing Department, Engineering Department, Human Resources Development Department, and Accounting Department. Every department has its own functions. Among all of those departments, Housekeeping Department plays very important roles in hotel industry. Housekeeping Department is also known as the backbone of a hotel.

The writer has chosen Housekeeping Department to be observed because the department plays very important roles in hotel industry. In order to get better information about the department, the writer had chosen the Housekeeping Department of one of the best hotels in Yogyakarta, Jogjakarta Plaza Hotel, to be observed.

**B. Objectives**

The objectives of this report are:

1. To give general information to the readers about Jogjakarta Plaza Hotel.

2. To give information to the readers about sections in the housekeeping department.
C. Benefits

This report gives several benefits to Jogjakarta Plaza Hotel, government, common readers, and the writer. Those benefits are:

1. To Jogjakarta Plaza Hotel
   This report gives information and suggestions to help the hotel to develop and to improve the quality and the services of the Housekeeping Department.

2. To the government
   This report gives information and suggestions about Housekeeping Department to the government. Therefore, the government can use this report as a reference to help hotel in improving its quality and eventually, improving total income from hotel industry.

3. To common readers
   This report contains information about hotel and Housekeeping Department that is very useful to improve the readers’ knowledge.

4. To the writer
   This report contains information about hotel and Housekeeping Department that can be used as a reference whenever the writer needs one.

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CHAPTER II
REFERENCE REVIEW

A. Definitions of Hotel

Generally, “hotel” can be defined as building or company that provides accommodations such as rooms, restaurant, swimming pool, fitness center, business center, meeting rooms, laundry, and many other accommodations for its guests. Experts defined hotel into many different versions.

According to Dania Nirmala Puspita, hotel is defined as a building that is commercially organized by providing inn facilities such as inn service, food and beverage service, luggage service, laundry service, and furniture and decorations (Dania, 2010:1).

According to Wikipedia, hotel is defined as a facility where tourist can stay which is commercially organized and provides room service, food and beverage, and accommodation (Creative, 2010:1).

According to Darsono, hotel is defined as a company that is active in field of service, commercially organized, and provides rooms, food, beverage, and other facility services (Darsono, 1995:1).

According to Sulastiono, hotel is defined as accommodations that is commercially organized and use partial or entire building to provide inn service, food and beverage, and other supporting facilities for public (Sulastiono, 1999:6).
Sulastiono’s version of definition of hotel is not different from the definition of hotel mentioned in “Keputusan Menteri Parpostel no Km 94/HK103/MPPT 1987”.

B. Characteristics of Hotel

There are several characteristics that differentiate hotel industry from other industries:

1. Hotel industry is an industry that needs a large amount of capital and human resources in order to run well.
2. Hotel industry is an industry that is very fragile to the condition and the changes in economical sector, political sector, social sector, cultural sector, and security of the surrounding area.
3. Hotel industry is an industry that produces and sells its products at the same place.
4. Hotel industry is an industry that runs 24 hours a day, with no day off in providing services to the guests.
5. Hotel industry is an industry that treats its customers as both king and business partner since the income of the industry depends on the number of costumer who uses the services of the industry.

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C. Classifications of Hotel

There are at least six approaches that can be used to classify hotels. Those approaches and classifications are:

1. **Number of Room**

   According to Sulastiono, from the number of room hotel can be classified into:

   a. Small Hotel
      
      A hotel with not more than 25 rooms.

   b. Average Hotel
      
      A hotel with at least 26 rooms but not more than 100 rooms.

   c. Above Average Hotel
      
      A hotel with at least 101 rooms but not more than 300 rooms.

   d. Large Hotel
      
      A hotel with more than 300 rooms.

2. **Plan**

   According to Sulastiono, from the kind of plan used by the hotel, hotel can be classified into:

   a. European Plan
      
      A hotel rate that includes accommodations only, without meals.

   b. Continental Plan
      
      A hotel rate that includes accommodations and breakfast.
c. Modified American Plan
A hotel rate that includes accommodations and two meals.

d. Full American Plan
A hotel rate that includes accommodations and three meals.

3. **Guest Type**

According to Sulastiono in, from the type of the guests, hotel can be classified into:

a. Family Hotel
A hotel that is designed for family.

b. Business Hotel
A hotel that is designed for executives.

c. Tourist Hotel
A hotel that is designed for tourists.

d. Transit Hotel
A hotel that is designed for people who are in middle of a long journey and want to take a nap for awhile.

e. Convention Hotel
A hotel that is designed for organization.

4. **Length of Stay**

According to Sulastiono in, from the length of stay of the guests, hotel can be classified into:

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a. Transient Hotel
A hotel that the average length of stay of its guests is not more than two nights.

b. Semi-residential Hotel
A hotel that the average length of stay of its guests is between one until two weeks.

c. Residential Hotel
A hotel that the average length of stay of its guests is more than two weeks.

5. Location
According to Tarmoezi, from the location of the hotel, hotel can be classified into:

a. Resort Hotel
A hotel that is located in natural tourism area such as mountain, beach, lake, and riverbank. This kind of hotel is designed for people who want to spend their holiday far from city life.

b. City Hotel
A hotel that is located in city area. This kind of hotel is also called transient hotel since the length of stay of its guests is relatively short.

c. Motel
A hotel that is located near a highway or city border. This kind of hotel is designed for people who are in middle of journey by using

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vehicle. The hotel also provides garage facility near hotel rooms. Therefore, the guests can park their vehicle in front of their room.

6. Rank

According to “Keputusan Direktorat Jendral Parpostel no 22/U/VI/1978”, hotel can be classified into hotel with one star up to hotel with five stars. The star of a hotel represents the rank and the quality of the hotel. The number of star of a hotel is decided by conducting inspection once every three years.

D. Definitions of Housekeeping Department

Housekeeping department is a department whose jobs are to maintain the cleanliness, the attractiveness, the tidiness, and the beauty of all facilities in a hotel. The department is not only responsible for maintaining the condition of the rooms in the hotel, but it also responsible to maintain the condition of other facilities in the hotel.

According to Darsono, housekeeping department is part of hotel that responsible for maintaining the cleanliness, the tidiness, and the comfort of guest rooms, public areas, restaurant, bar, and facilities (Darsono, 1995:1).

According to Sulastiyono, housekeeping department is part of hotel that has vital roles and functions in giving services to guests, especially in term of comfort, beauty, and cleanliness of hotel rooms (Sulastiono, 1999:121).
CHAPTER III
DISCUSSION

A. General Condition of Jogjakarta Plaza Hotel

1. The History of Jogjakarta Plaza Hotel

Jogjakarta Plaza Hotel is located on Jalan H. Afandi, Gejayan, Complex Colombo, Sleman, Yogyakarta. The hotel was built on a 22,775 m$^2$ land. The hotel building was designed by adopting the design of Javanese traditional house, Joglo. The surrounding area of the hotel is filled with residential area, universities, offices, shops, market, and many other public facilities.

Jogjakarta Plaza Hotel was built in 1995. The hotel was part of Radisson that represents the properties of Carlson Hospitality Worldwide in Indonesia. From 1995 until 2003, the name of the hotel was Radisson Yogya Plaza Hotel. The hotel name was changed in 2003, after all properties of Radisson became the properties of Prime Plaza Hotels and Resorts group.

Jogjakarta Plaza Hotel was built by combining two concepts, leisure and business. The hotel provides accommodations for both people who are in the middle of business trip and people who want to spend their holiday.

All staffs of Jogjakarta Plaza Hotel have five working days and one day off. They work eight hours a day including one hour for break time. Staffs of certain levels may have additional days off.

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According to the hotel’s guide book for employee, the mission of Jogjakarta Plaza Hotel is “Exceeding the expectations of three key stakeholders (guests, employees, and owners), hotel becomes the leader in the marketplace by implementing integrated excellent services, innovating qualified products, empowering employees, and upgrading brand awareness” (Jogjakarta Plaza Hotel, 2010:1).

2. Management Board of Jogjakarta Plaza Hotel

The employees of Jogjakarta Plaza Hotel are divided into several departments. Each department has a person who functions as a leader of the department. The following is a list of department heads of Jogjakarta Plaza Hotel:

a. General Manager : Mr. Yunke Wibowo
b. Financial Controller : Mr. Richard Rumengan
c. Personnel Manager : Mr. Rusdiyanto
d. Front Office Manager : Mr. Martheas Mulyawan
e. Executive Housekeeper : Mr. Budi A. (in charge)
f. Chief of Engineering : Mr. Supriyadi
g. Food and Beverage Manager : Mr. Eko Yulianto
h. Executive Chef : Mr. Cholid Effendi
i. Director of Sales and Marketing : Mr. Deddi Setiadi
j. Sales Manager : Mrs. Vera Indah P.
k. Health Club and Spa Manager : Mrs. Nofiza Erni (Assistant)
3. Departments of Jogjakarta Plaza Hotel

Jogjakarta Plaza Hotel has eight departments that have different functions. Each department is needed in order to run the hotel smoothly. Those departments are:

a. Administration and General
   1) Executive Office
   2) Accounting

b. Engineering

c. Food and Beverage
   1) Products (Hot Kitchen, Garde Manger, Pastry)
   2) Services (Restaurant, Banquet)

d. Front Office
   1) Reservation
   2) Reception
   3) Concierge
   4) Security
   5) Business Center
   6) Operator

e. Housekeeping
   1) Laundry

f. Human Resources Development

g. Health Club and Spa

h. Sales and Marketing
4. Facilities of Jogjakarta Plaza Hotel

Jogjakarta Plaza Hotel provides many facilities in order to ensure the satisfaction of the guests. The facilities are needed to fulfill the guests’ needs. Those facilities are:

a. Srikaton

Srikaton is one of two restaurants in Jogjakarta Plaza Hotel. The theme of the restaurant is formal and elegant. The capacity of the restaurant is up to 100 guests. The restaurant is open at 06.00 AM until 11.00 PM, but it also takes order from the guest after open hours.

b. Colombo Pool Terrace

Colombo Pool Terrace is a restaurant in Jogjakarta Plaza Hotel that is located near a swimming pool. It is a casual restaurant where the guests can relax and enjoy the outdoor environment. Its capacity is up to 30 guests. It is open at 09.00 AM until 10.00 PM.

c. Lobby Lounge

The main function of the lobby lounge is as a waiting room where the guest can relax and enjoy a cup of coffee or tea.

d. Mini Bar

Mini Bar is a display of snacks and drinks in the guest rooms that can be consumed by the guests for extra charge.

e. In Room Dining

Guests can order food from their room. The room service is available for 24 hours.
f. Banquet

Jogjakarta Plaza Hotel has a ballroom called Andrawina Ballroom that can be divided into three smaller ballrooms called Langenharjo, Andrawina, and Langendriyo. The hotel also has eight meeting rooms called Manisrenggo, Manisrenggo 2, Langengito, Langengito 2, Langengito 3, Sabdonayoko, Sabdonayoko 2, and Langen Baswara. The hotel also provides two small mosques for the guests.

g. Kirana Health Club

Jogjakarta Plaza Hotel has a health club called Kirana Health Club. Kirana Health Club was owned by Weider. In 2000, the ownership of the club was handed over to the hotel. The club has a fitness room and an aerobic room.

h. Dolanan Kids Club

In 2004, Jogjakarta Plaza Hotel established a playground for guests’ kids. There are so many toys and attractions that can be enjoyed by the kids.

i. Sekar Arum Spa

In 2005, Jogjakarta Plaza Hotel established a spa facility with five treatment rooms, one manicure and pedicure room, and two sauna and whirlpool rooms.

j. Swimming Pool

Jogjakarta Plaza Hotel has an outdoor swimming pool. The swimming pool is located near the Colombo Pool Terrace, at the center of the hotel area. Although it is an outdoor swimming pool, it is surrounded by
tropical garden and hotel building. It has no direct access to the outside area of the hotel building.

k. Outdoor Sport Facilities

Jogjakarta Plaza Hotel has outdoor sport facilities such as two fields for tennis, three on three basketball court, bicycles, and jogging track.

l. Rooms

Jogjakarta Plaza Hotel was built with only 129 guest rooms. In order to fulfill the market demand, the hotel started to build additional guest rooms in 2007. There are 160 guest rooms by the end of October 2007. The guest rooms are divided into 10 types. The types of the rooms are:

1) Deluxe : 72 rooms
2) Deluxe Pool View : 46 rooms
3) Executive Deluxe : 18 rooms
4) Executive Deluxe Pool View : 3 rooms
5) Executive Deluxe Pool Access: 6 rooms
6) Junior Suite : 2 rooms
7) Executive Suite : 4 rooms
8) Parlor Suite : 4 rooms
9) Executive Parlor Suite : 3 rooms
10) Presidential Suite : 1 room
The facilities in the rooms are:

1) Wardrobe (including hangers, laundry bags, and laundry lists)

2) Refrigerator (including cold drinks that can be consumed by the guest for extra charge)

3) DD Sign (do not disturb sign)

4) Mini Bar (including snacks display that can be consumed by the guest for extra charge)

5) Luggage Rack (including two pairs of sandals)

6) A Tray (including two mugs, water heater, two tea bags/four tea bags for the suite rooms, two coffee bags, two creamer bags, four sugar bags/six sugar bags for the suite rooms, two tea spoons, and tissues)

7) Full Body Mirror

8) Bed (twin bed or double bed, guest can request extra bed for extra charge)

9) Bed Side Table (including memo pad, pencil, guest command card, and telephone)

10) Bed Side Lamps

11) Standing Lamp

12) Air Conditioner

13) Dressing Table (including magazine/and newspaper for the suite rooms, room service directory, three papers, two postcards, and telephone number directory/Yellow Pages)

14) Dressing Chair
15) Dressing Lamps
16) Dressing Mirror
17) Trash Cans (one near the dressing table and another one in the bathroom)
18) Coffee Table and Chair (including television channels directory, ashtray, and a pack of matches)
19) Window with Day Curtain and Night Curtain
20) Bath Tube and Bath Shower (depends on the room type)
21) Toilet Bowl (including toilet paper)
22) Bath Room Mirror
23) Two Bath Towels
24) Hand Towel
25) Face Towel
26) Bath Mat
27) Shower Curtain
28) Washing Basin (including two glasses, two tooth brushes, two tooth pastes, tissue box, two soaps, bath foam, shampoo, comb, shower cap, pack of cotton buds, sewing kit, and sanitary bag)
29) Television

The facilities above are the standard facilities. Each room type has different set up.

m. Garden Langensuko

A beautiful garden with flowers and trees that is provided by the hotel for guest who want to relax.
n. Outdoor Stage

A multipurpose outdoor stage surrounded by pond that is located near Langensuko.

o. Other Facilities

Other facilities of the hotel are:

1) 24 Hour Business Center Facility (internet, fax, and photocopy machine)
2) International Television Channels
3) Shopping Arcade
4) Parking Area
5) Laundry
6) 24 Hour Taxi (Pataga and Golden Bird)

B. Housekeeping Department of Jogjakarta Plaza Hotel

1. The Condition of Housekeeping Office

The housekeeping office is located on the basement floor, the lowest floor of the hotel. The location of housekeeping office is strategic and easy to reach from other department offices. In order to prevent any disturbance to the housekeeping staffs, only housekeeping staffs and some certain people are allowed to enter the office. The office is divided into seven rooms and one corridor. Each room has its own function.

The first room is Executive Housekeeper Office. It is a room where the executive housekeeper works and organizes anything related to housekeeping.
The second room is General Office. It is a room where all of housekeeping staffs can see schedules and recent updates. They also fill the logbook, receive call, check the room status, and make WO (work order) note for the engineer in the office.

The third room is Lost and Found Storage. All guest’s belongings that are left behind, except seal less food and drinks are kept in this room for fixed time or until the owner comes to take it back.

The fourth room is Uniform and Linen Office. It is a room where linen attendants work.

The fifth room is Uniform and Linen Storage. It is a room where excess uniforms and linens are kept. The uniforms and linens can be used as reserve uniforms and linens when it is necessary.

The sixth room is Tool and Equipment Storage. It is a room where tools and equipments are kept. Both Room Section and Public Area Section have four storages in the hotel building.

The last room is Laundry Room. It is a room where most activities related to laundry service are done. There are so many machines and linens in the room.

The corridor connected all rooms in housekeeping office. It is also used by the florists to prepare flowers or other decorations everyday.

2. The Relationship between Housekeeping Department and Other Departments

No department of Jogjakarta Plaza Hotel can work alone. Each department needs assistances from other departments. The teamwork between
Housekeeping Department and other departments is necessary. In order to maximize the service quality of the hotel. The followings are teamwork between Housekeeping Department and other departments:

a. Teamwork between Housekeeping Department and Front Office Department:

1) The making of Housekeeping Report and Room Status
2) The making of Group Information, Expected Time Arrival, and Expected Time Departure list
3) Lost and Found procedures
4) The availability of uniforms
5) The coordination between departments to maintain the security of the hotel

b. Teamwork between Housekeeping Department and Food and Beverage Department:

1) The availability and the circulation of linens
2) The availability of uniforms
3) The making of fruit basket and special cake
4) Information about the incoming Banquet Event
5) Room Service

c. Teamwork between Housekeeping Department and Engineering Department:

1) The availability of uniforms
2) The follow up of “work order” to maintain the hotel building
d. Teamwork between Housekeeping Department and Sales and Marketing Department:
   1) The availability of uniforms
   2) Information about Calendar of Event
   3) Early Information about Banquet Event

e. Teamwork between Housekeeping Department and Human Resources Development Department:
   1) The availability uniforms
   2) The status, promotion, and demotion of employee
   3) The availability of workforce
   4) The allocation of trainee

f. Teamwork between Housekeeping Department and Health Club and Spa Department:
   1) The availability of uniforms
   2) The availability of linens

3. **The Sections of Housekeeping Department**

The Housekeeping Department of Jogjakarta Plaza Hotel has four sections: Public Area Section, Room Section, Laundry Section, and Uniform Section. Each section is very important and has its own function.

a. Laundry Section

Generally, the responsibility of laundry staffs is to wash, to dry, and to prepare uniforms, linens, and guest’s clothes. There are two work shifts in laundry section: commit to user
1) Morning Shift (07.00 AM - 03.00 PM)

The morning shift duties are:

a) To attend morning briefing of Housekeeping Department.

b) To prepare the Laundry Room for laundry service activities.

c) To prepare all machines in Laundry Room.

d) To handle all laundry service requests from guests.

e) To collect all dirty linens from Room Section and other departments.

f) To wash all dirty uniforms, linens, and clothes.

g) To clean the spots on uniforms, linens, and clothes.

h) To dry all wet uniforms, linens, and clothes.

i) To steam and press all dried uniforms, linens, and clothes.

j) To deliver clean clothes back to the guest.

k) To make daily record about the laundry activities.

2) Evening Shift (03.00 PM - 11.00 PM)

The evening shift duties are:

a) To attend evening briefing of Housekeeping Department.

b) To handle all laundry service requests from guests.

c) To collect all dirty linens from Room Section and other departments.

d) To wash all dirty uniforms, linens, and clothes.

e) To clean the spots on uniforms, linens, and clothes.

f) To dry all wet uniforms, linens, and clothes.

g) To steam and press all dried uniforms, linens, and clothes.
h) To deliver clean clothes back to the guest.

i) To make daily record about the laundry activities

b. Uniform and Linen Section

Generally, the responsibility of linen attendants is to prepare uniforms and linens for all departments, receive calls, make work orders for Engineering Department, and to make flower decorations. There are two work shifts in uniform section:

1) Morning Shift (07.00 AM-03.00 PM)

The morning shift duties are:

a) To attend morning briefing of Housekeeping Department.

b) To prepare clean uniforms and linens for all departments.

c) To collect dirty uniforms from all departments.

d) To prepare flowers for decorations.

e) To receive calls.

f) To make work orders for Engineering Department.

g) To repair uniforms and linens.

h) To make daily record about the section activities.

2) Evening Shift (03.00 PM-11.00 PM)

The evening shift duties are:

a) To attend evening briefing of Housekeeping Department.

b) To prepare clean uniforms and linens for all departments.

c) To collect dirty uniforms from all departments.

d) To prepare flowers for decorations.

e) To receive calls.
f) To make work orders for Engineering Department.

g) To repair uniforms and linens.

h) To make daily record about the section activities.

c. Room Section

Generally, the responsibility of room attendants is to make up guest rooms. There are two work shifts in room section:

1) Morning Shift (08.00 AM-04.00 PM)

   The morning shift duties are:
   
   a) To attend morning briefing of Housekeeping Department.
   
   b) To prepare all tools and equipments.
   
   c) To check the room status of all guest rooms.
   
   d) To clean the corridors near guest rooms.
   
   e) To collect garbage from standing ashtrays throughout the corridors.
   
   f) To make up guest rooms.
   
   g) To report every broken property in guest rooms area of the hotel to housekeeping office.
   
   h) To handle extra pillow, extra mineral water, extra towel, extra bed, and other requests related to room Section.
   
   i) To update the guest rooms status.
   
   j) To make daily record about room section activities.

2) Evening Shift (04.00 PM-12.00 PM)

   The evening shift duties are:
   
   a) To deliver clean linens to the room section storages.

   commit to user
b) To prepare tools and equipments of the room section for the next morning shift.

c) To report every broken property in guest rooms area of the hotel to housekeeping office.

d) To handle extra pillow, extra mineral water, extra towel, extra bed, and other requests related to room section.

e) To make daily record about room section activities.

d. Public Area Section

Generally, the responsibility of public area attendants is to keep all public areas clean. There are three work shifts in public area section:

1) Morning Shift (07.00 AM - 03.00 PM)

The morning shift duties are:

a) To attend morning briefing of Housekeeping Department.

b) To prepare tools and equipments.

c) To clean all restrooms.

d) To clean all locker rooms.

e) To clean all corridors in public areas.

f) To clean all stairs in public areas.

g) To clean health club and spa area.

h) To clean pool area.

i) To clean restaurants areas.

j) To clean ballroom area.

k) To clean meeting rooms area.

l) To clean back office area.
m) To collect garbage from public areas.

n) To report every broken properties in public area of the hotel to housekeeping office.

o) To make daily record about public area section activities.

2) Evening Shift (03.00 PM-11.00 PM)

The evening shift duties are:

a) To attend evening briefing of Housekeeping Department.

b) To prepare tools and equipments.

c) To clean all restrooms.

d) To clean all locker rooms.

e) To clean all corridors in public areas.

f) To clean all stairs in public areas.

g) To clean health club and spa area.

h) To clean pool area.

i) To clean restaurants areas.

j) To clean ballroom area.

k) To clean meeting rooms area.

l) To clean back office area.

m) To collect garbage from public areas.

n) To report every broken properties in public area of the hotel to housekeeping office.

o) To make daily record about public area section activities.

3) Night Shift (11.00 PM-07.00 AM)

The night shift duties are:
a) To attend night briefing of Housekeeping Department.
b) To prepare tools and equipments.
c) To clean all restrooms.
d) To clean all locker rooms.
e) To clean all corridors in public areas.
f) To clean all stairs in public areas.
g) To clean health club and spa area.
h) To clean pool area.
i) To clean restaurants areas.
j) To clean lobby area.
k) To clean ballroom area.
l) To clean meeting rooms area.
m) To clean back office area.
n) To handle all of Room Section functions.
o) To handle all of Laundry Section functions.
p) To handle all of Uniform and Linen Section functions.
q) To collect garbage from public areas.
r) To report every broken properties in public area of the hotel to housekeeping office.
s) To make daily record about public area section activities.

The duties above are the standard operational procedures of housekeeping attendant.
CHAPTER IV
CONCLUSION AND SUGGESTION

A. Conclusion

From the discussion above, the writer concludes that Jogjakarta Plaza Hotel is a high quality hotel with excellent services and facilities. As a hotel that is located in Yogyakarta, Jogjakarta Plaza Hotel can accommodate both executive and tourist. As a business and resort hotel which is very suitable with the condition of Yogyakarta, Jogjakarta Plaza Hotel income comes from both the room sector and the business sector such as meeting rooms and ballroom. When the holiday comes, the room occupancy is raised. In contrast, when the holiday end, the room occupancy is decreased and the income from the business sector is raised.

Jogjakarta Plaza Hotel has excellent facilities that can satisfy the guests’ expectation. The facilities of the hotel are more complex than other hotels in Yogyakarta. The hotel has its own health club which is very unusual for hotels in Yogyakarta and Central Java. The hotel has meeting rooms and ballroom that can be used to hold many events such as exhibitions, conventions, parties, and many other events.

The service quality of the staffs in Jogjakarta Plaza Hotel especially the housekeeping staffs is very excellent. The staffs can cover all of guests’ needs. All of them have great commitment to the development of the hotel.
B. Suggestion

After the writer finished the job training in Jogjakarta Plaza Hotel, the writer has few suggestions that can be used to improve the quality of the hotel:

1. **Suggestions for Jogjakarta Plaza Hotel**
   a. As a hotel with many foreign guests, English skill is very essential in daily activities. Therefore, all staffs that have high possibility to interact with the foreign guests, have to master the skill in order to meet the guests’ expectation.
   b. Japanese are often cannot speak English well. Therefore, mastering Japanese skill will be a plus for the hotel service quality. The hotel has to train the staffs to speak Japanese.
   c. Trainings for the staffs are important to improve their service quality. The hotel should train the staffs frequently.
   d. Encourage the staffs to do their best by giving incentive to staffs who have good achievement.

2. **Suggestion for Government**
   As the second tourism destination city in Indonesia, Yogyakarta is a good opportunity for hotel industry. Therefore, the government should help the hotels in Yogyakarta to improve their quality by giving trainings to the management of the hotels and by giving financial aids to the hotels.