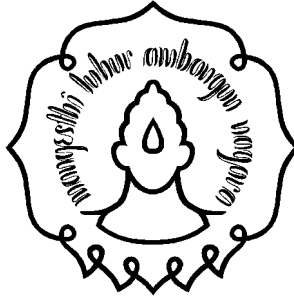


THE PROBLEMS FACED BY THE HOUSEKEEPING DEPARTMENT OF NOVOTEL SOLO



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

by
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**ENGLISH DIPLOMA PROGRAM
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THE PROBLEMS FACED BY THE HOUSEKEEPING DEPARTMENT OF
NOVOTEL SOLO

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MOTTOES

- *You can tell the same lie a thousand times*

But it never gets any more true

(Lamb of God in Red Neck)

- *Don't hide all your life*

("Annotations of an Autopsy" in Gore Gore Gadget)

DEDICATION

I present my final project to:

- *My beloved parents*
- *Prisca Candra Dewi*

PREFACE

First, the writer would say thank to Allah SWT for all the blessing and the chance given to me. The writer would also say thank to all people who support and encourage me in writing and finishing this final project research entitled **The Problems Faced by the Housekeeping Department of Novotel Solo.**

The main reason that attracts the writer's mind to write this final project report is to give clear description about the management and operation of the Housekeeping Department of Novotel Solo. The writer finds some problems during his job training and gives some appropriate solutions to solve them.

The writer hopes that this final project's report will be a useful reference for the reader and it gives them more information about problems faced by Housekeeping Department of Novotel Solo.

The writer

ACKNOWLEDGEMENT

Bismillahirrahmannirrahiim

Alhamdulillahirobbil'alamin, first I would like to say thank you to Allah SWT for blessing and guiding me from the start. Thanks for giving me confidence, strength and inspiration to finish this final project report, you are the only truth and truly God.

Moreover, it is hard for me to finish this final project report without some helps from either individuals or institutions. Therefore, I want to say my highest appreciation to:

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6. My beloved parents, thank you for everything that has been given to me, I am proud to be your son.

7. The big family of Novotel-Ibis Hotel Solo. Thanks for the chance.
8. My lovely girlfriend, Prisca, you are **cheerleader of my life**.
9. My play fellows, close friends, and all classmates of the English Diploma Program 2006, thanks for giving me spirit and motivation.
10. My friends from Dewantoro's boarding house, thanks for accompanying me during my studies.
11. Taubah, you are "*steel*" made from "*heat and pressure*".

ABSTRACT

Muhammad Abdul Malik, 2010, The Problems Faced by the Housekeeping Department of Novotel Solo, English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.

The aims of this final project report are to present the importance of Housekeeping Department of Novotel Solo and to present the problems and solutions of the Housekeeping Department of Novotel Solo. Direct interview and library study are used to collect the data.

The activities during his job training are as follows: wearing the uniform, taking presence and briefing, preparing the guest supplies, cleaning the room, taking a break, returning the guest supplies to the Housekeeping Department, and finally preparing to go home.

The Housekeeping Department of Novotel Solo is one of hotel departments which has duties and responsibilities to maintain freshness, neatness, tidiness, and cleanness of hotel area.

During the job training period, the writer found several problems, such as most of the Housekeeping staffs cannot speak other languages than English, many staffs cannot speak English fluently, limited work time, limited numbers of the Housekeeping staffs, many staffs working out of procedure, lack of amenities supplies. The writer suggests holding language training programs, holding upgrading programs, adding more staff members, and controlling the amenities regularly.

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THE PROBLEMS FACED BY THE HOUSEKEEPING DEPARTMENT OF NOVOTEL SOLO

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ABSTRACT

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CHAPTER I

INTRODUCTION

A. Background

Today is globalization era and people are confronted with a globalization. In this era, the one who has big capital and who has great specific skill will be able to compete by hard work every day. They spend a lot of time to work and many appear restless. In the future, this condition will lead them into stress.

Stress is a condition where someone had much pressure and lack of relaxation. Daily work is an example of pressure. People are very stressed when they are faced with huge load of their monotonous daily work. Static work condition will make it even more boring and this may become stressful. Fortunately, there are many kinds of relaxation. We have to make our mind feel fresh, before when working again. Vacation is also kind of relaxation if we have stressful condition for along time.

However, vacation takes time, money and energy, and many people want to enjoy simple qualified vacation. They do not have enough time to deal with vacation which requires a lot of time. Based on this condition, people think how to create vacation which requires short time and it is near. They create hotel as an answer. Staying in hotel is a simple vacation. People can reach hotel in no time. Most people like it, because it is practical, easy to reach, and saving time. The

demands for hotel are increasing and hotel grows rapidly everywhere to fulfill the demands of society.

To fulfill the demands of society, hotel provides many facilities, such as swimming pool, sports center, restaurant, bar, convention rooms and etc. These facilities are provided to satisfy the customer. These facilities also can increase the good image of the hotel. Besides having many facilities, hotel also has many departments to support those facilities. Each department has specific responsibilities. The example of hotel's departments are housekeeping, front office, food and beverage, and etc.

Housekeeping department is one of hotel's departments. The main responsibility of this department is to keep the hotel area clean and tidy. Its main responsibility can be described into many specific points. The function of this department is important because the image of the hotel depends on this department. For example people will get bad experience to stay at a five stars luxuriant hotel which is dirty and mess.

Novotel is one of the most prospective hotels in Solo. Novotel Solo is four star hotel. It is located on the heart of Solo, less than two miles from Kasunanan Palace and Klewer Market. Its location is strategic because it is near Sriwedari Park, Windu Jenar Antique Market, Manahan Sports Hall, and Jurug Park and Zoo.

Based on those consideration, the writer decided "The Problems Faced by the Housekeeping Department of Novotel Solo" as title of his final project.

B. Objectives

Based on background, the writer sets this final project report's objectives below:

1. To present the importance of the Housekeeping department of Novotel Solo.
2. To present the problems and solutions of the Housekeeping department of Novotel Solo.

C. Benefits

1. The writer hopes that this final project report can be used as an additional reference to improve the quality of the Housekeeping Department of Novotel Solo.
2. The writer hopes that the final project report can help Housekeeping Department of Novotel Solo to find out appropriate and acceptable solution the problems met in the Housekeeping Department of Novotel Solo.
3. The writer hopes that his final project report can be used as a reference for the English Diploma students.

CHAPTER II

REFERENCE REVIEW

A. Hotel

A.1. Definition of Hotel

Based on SK Menparpostel No.KM.34/NK.103/MPPT 87, “Hotel is defined as an accommodation using the building to prepare inn, food, and beverage, and other service for public, and it has commercial purpose” (Rumekso, 2001:2).

While Kodhyat and Ramaini define “Hotel means the company which prepares a service in accommodation, food, and other facilities in hotel for public, which fulfill comfort requirements and has a commercial purpose” (Kodhyat and Ramaini, 1992: 54)

Darmadjati states that “hotel is a kind of accommodation using part or the entire house to stay, and other service to the public and it is managed for commercial” (Darmadjati, 2002: 58).

Based on the statements above, the writer concludes that hotel has basic aspects such as commercial industry and providing accommodation and services. To support their accommodations and services, hotel provides many supporting facilities, such as bars, meeting rooms, spa, and etc, in order to make their guests feel comfortable.

A. 2. Types of Hotel

Hotel can be classified into many types. Types of hotel can be differentiated by certain categories. Rumeckso distinguishes hotel based on the room rate system and hotel based on number of room. (Rumeckso, 2001:3)

Types of hotel based on the room rate system:

a. Full American Plan (FAP)

The room rate of this hotel includes three times of meals.

b. Modified American Plan (MAP)

The room rate of this hotel includes two times of meal. The meals are breakfast-lunch or breakfast-dinner.

c. Continental Plan (CP)

The room rate of this hotel includes continental breakfast.

d. Bermuda Plan (BP)

The room rate of this hotel includes American breakfast.

e. European Plan (EP)

The room rate of this hotel does not include meal.

Types of hotel based on the number of rooms:

a. Small Hotel

The room numbers of this hotel are more than 25 rooms.

b. Average Hotel

The room numbers of this hotel are more than 25 until 100 rooms.

c. Above Average Hotel

The room numbers of this hotel are more than 100 until 300 rooms.

d. Large Hotel

The room numbers of this hotel are more than 300 rooms.

While Gray and Liguory states that there are only two types of hotels based on length of stay. They are:

1. Transient Hotel

It is the one that caters people while they are temporarily away from home, whether for a day, a week, or a month, for business, or pleasure.

2. Residential Hotel

It is an apartment house with full hotel services. The guests are required to sign a lease (Gray and Liguory in Diomedes V. Sanieel Jr's thesis: 2008).

A. 3. Departments of Hotel

Hotel has many departments. Each department has its own duties and responsibilities. Each of them has its own management and operation and all of them are united under the hotel management. Basically, those departments cooperate together in order to keep the guest's satisfaction.

1. Finance and Accounting Department

The responsibility of this department is to manage the hotel finance. This department always creates finance innovations to make the hotel gains profit and prevent the loss that may harm the hotel viability in order to

keep the growth of the hotel. This department requires person with high accuracy in arithmetic.

2. Maintenance/Engineering Department

The responsibility of this department is to maintain the hotel building and its facilities. Maintaining the building and facilities make the guests feel comfortable. In order to maintain building and hotel facilities effective and efficiently, specific person are required. Engineering department employs persons with high mechanical and electrical skills.

3. Food and Beverage Department

The responsibilities of this department are to prepare and serve food and beverage for the guests. This department always creates innovations, such as created a special food recipe, in order to make hotel guests enjoy and to promote the hotel itself. This department requires person with skill and ability in cooking and serving food and beverage.

4. Front Office Department

The responsibilities of this department are to receive reservation, give information and account to the guests, and receive the guest's payment. This is the first department that meets the guests when arrived at the hotel. This department is the most frequent be in contact with the guests.

5. Housekeeping Department

The responsibility of this department is to keep cleanness and tidiness of hotel including uniform circulation. These efforts will increase the guest's

comfort while staying in hotel. Housekeeper must have proficient knowledge in sanitation.

6. Sales & Marketing Department

The responsibility of this department is to market the products of the hotel.

The level of popularity of hotel and sale rate of hotel product depends on this department. This department requires person with ability to read the market opportunity.

7. Human Resources Department

The responsibilities of this department are to select hotel employees and bring up the attitude and the skill of the employees. This department requires people who can motivate and organize other people effectively and efficiently.

8. Security Department

The responsibility of this department is to maintain the security of the hotel. Since there are many terrorism incidents, security department increase their guard by installing CCTV in several hotel's corners or adding metal detector. These actions make the guests feel more safe and comfortable. To support the modern gadget security, this department employs person with self defense skills.

The writer concludes that the goal of creating many departments is to make the management and hotel's operation become effective and efficient. Those specific duties and responsibilities in each department creates a focus to members of each department when doing their duties and fulfilling their responsibilities.

The result of the hotel department division is guests feel more satisfied and motivated to stay longer or come back to the hotel on another occasion.

B. Housekeeping Department

B.1. Definition of Housekeeping

The term housekeeping consists of house and keeping. The word “*house*” means a building made for people to live in; a building made or used for special purpose and the word “*keeping*” means to continue to be in specific condition or position; to remain or stay to continue doing something; to do something repeatedly or frequently (Hornby, 1995:577). Housekeeping means keeping the house in a specific condition repeatedly or frequently to keep the guest’s comfortable.

Djumino explains that “Housekeeping is a part of hotel which has responsibility about cleanness and tidiness of hotel is, including handling the rotation of linen and uniform for the employees” (Djumino, 2003: 16). The same point is stated by Rumekso, “Housekeeping is part of the hotel having duty and responsibility to keep cleanness, tidiness, neatness, and freshness in all of hotel area, both outside and inside hotel area also includes rooms and restaurants, offices, and toilets rent by the guest” (Rumekso, SE, 2003: 1).

From those definitions above, the writer concludes that housekeeping is one of the department’s important duties to keep the hotel clean, tidy, neat, and fresh in order to make the guests feel comfortable and it motivates the guests to

stay longer or come back in different occasion. Furthermore, housekeeping has an important role in managing hotel's equipment for example linen for room or food and beverage and uniform for all the employees of the hotel.

B.2. Main Objectives of Housekeeping Department

Djumino states that the Housekeeping Department has several objectives.

The Housekeeping Department keeps hotel territory look:

1. Clean and tidy

The cleanness and tidiness of the hotel area, whether inside or outside of room (public area), have to be kept to make the hotel environment hygiene.

The guests prefer to stay in the hotel which keeps its environment clean and tidy.

2. Attractive

Attractive decoration must be arranged so that the guests who stay in hotel will feel in their own home. It also can make the hotel atmosphere feel different, so guests will feel really fresh because they feel staying in new places.

3. Comfortable

All facilities for guests should be controlled so that they are comfortable.

Uncontrolled facilities will give bad experience to the guests. If this condition keeps going on, the hotel will lose their guests. Comfortable condition will motivate the guests to stay longer and willing to come back in other occasion.

4. Safe

Safe condition has to be created not only for the guests but also for their luggage. Because there are many terrorism incidents, the guests prefer to stay in hotel which has high priority for safety.

(Djumino, 2003: 17)

B.3. Duties of Housekeeping Department

Housekeeping Department has a vital duties and responsibilities in hotel operations. It is responsible for:

1. Keeping the cleanness and tidiness of the guest rooms, either occupied or vacant. Guest rooms must be clean and tidy all the times, so the room is comfortable and ready to be reserved every time.
2. Keeping the cleanness and tidiness of the hotel's area, including offices, bars, restaurants, public toilets, lobby, except kitchen. This is a kind of hotel attention toward their guest.
3. Completing and decorating the properties if there are any events held in hotel. Completed and decorated the properties have special value in guest's point of view. They will think that the hotel is paying high attention to them.
4. Keeping and organizing the employee's uniform. Clean and tidy employee's uniforms make the employees are seen cheerful and charming toward the guest's attention.

5. Organizing the linen inventories. Linen inventories must be well organized in order to maintain it so whenever it needed, it is always in ready to use condition.
6. Checking the food and beverage in the refrigerator of the guest's room. This service is to ensure that food and beverage are always in proper condition. This is also preventing any expired foods and beverages that are stored in the refrigerator. If the food and beverage in guest's room are out of stock, the mini bar attendant should restock it quickly.

C. Management and Operation

C.1. Management

Management is derived from the word “to manage”, which means to be in charge of or make decisions in a business or an organization, or part of one. In other words, it means to organize or deal with something that one has or controls. Hornby defines the word management as “the control and making of decision in a business or similar organization. It also means the people who control a business or similar organization” (Hornby, 1995:712)

Based on that definition, the writer defines “housekeeping management” as the control and making decision of housekeeping department to do their duties and fulfill their responsibilities as a part of hotel departments.

C.2. Operation

The core of the management is operation. Operation personnel carries out the considerable task of fulfilling the responsibilities based on the promises that a hotel made, while persuading the guest to reserve a room in the hotel.

Hornby explains that “Operation is the process of operating; an act of surgery performed on patient; an action involving a number of people, especially members of armed forces or the police; a business organization; a company.” (Hornby, 1995:812)

According to the Hornby’s definition, the writer defines housekeeping operation as a process of the doing and fulfilling the housekeeping responsibilities which involve all members of the housekeeping department.

CHAPTER III

DISCUSSION

A. Company Profile of Novotel Solo

A. 1. The Brief History of Novotel Solo

Novotel is mid range hotel brand in Accor group. Accor group offers individual and corporate clients more than 40 years of expertise in its 2 basic fundamental businesses. First business is hotel and tourism. Accor group is the European's leader in hotel and tourism's sector. Accor group has many brands of hotel, such as Sofitel, Novotel, Mercure, Suitehotel, Ibis, All Seasons, Etap Hotel, Formule 1, Studio 6, and Motel 6 brands. Second business is corporate services. Accor group is also a global leader in corporation's services to the clients and public's institutions with its services products, such as human resources, marketing services, and expense management.

In 1967, Paul Dubrule and Gerard Pelisson, Accor's co-founders, introduced the concept of a modern hotel by establishing the first Novotel opened at Lille Lesquin, France. After 43 years later, Novotel has more than 400 hotels located in 56 countries. One of them is Novotel Solo, a convenient 4 star hotel. Novotel Solo was built on 1997 in Solo (www.holidaycity.com/novotel-solo/).

A. 2. The Location of Novotel Solo

Novotel Solo is located in Jl. Slamet Riyadi No. 272, Solo. Based on www.holidaycity.com/novotel-solo/, Novotel Solo is located in GPS. S 7° 34'

4.50'' E 110° 49' 1.70". It means Novotel Solo is located in the heart of Solo. Its strategic location is ideal for both business and holidays. It also enables the guests to enjoy every part of the Solo beauty. The guests can reach it from Adi Sumarmo international airport by head south on Jalan Adi Sumarmo for about 5 km until they reach Jalan Slamet Riyadi, then they turn right (head east) and continue for about 18 km on Jalan Slamet Riyadi. The Novotel Solo is on their left hand side. From Balapan railway station, the guests must head south west on Jalan Gajah Mada for about 3 km. They will find the Novotel Solo on their right hand side.

A. 3. The Facilities of Novotel Solo

As a 4 star hotel, Novotel Solo provides spacious and contemporary 148 rooms. The rooms are divided into five kinds; there are suite room (5 rooms), family room (11 rooms), executive room (11 rooms), deluxe room (77 rooms), and superior room (44 rooms). There are 24 non smoking rooms on the sixth floor.

There are many facilities inside the room. They are magnetic card system's key, international connection phone, TV satellite and radio, deposit in the room, individual air conditioner system, tea and coffee maker, mini bar, bathtub, shower, and hairdryer, iron and the fold table (on request), fax/ modem port (executive floor), free internet and computer (executive floor).

Novotel Solo has wide range of perfect for any function features; those features are a business centre, meeting rooms and a ballroom. Guests can also enjoy many hotel facilities, such as:

1. Andrawina Restaurant

This restaurant provides many kinds of food, such as Indonesian food, Japanese food, Chinese food, and Western food.

2. Saraswati Bar

This bar provides many kinds of beverage, alcoholic, and non alcoholic. Creating a fresh and relax atmosphere to the guests, Saraswati Bar provides live band performances and DJ performances.

3. Sun Pastry and Lobby Lounge Bar

This facility provides many kinds of cakes, snacks, and warm or cold beverages.

4. Candra Kirana Pool Bar

This facility is located on the outside area of the hotel. This facility is the most relaxed place. The guests can request any warm and cold beverage in the pool bar.

5. In Balance Fitness Center

This facility is provided with the latest fitness equipment, personal trainer, and hydro facilities that includes sauna, steam room, Jacuzzi which is separated for male and female.

6. Vous Salon and Spa

This facility offers many kinds of impressed relaxation experience to promote health and longevity drawing from Royal Javanese techniques and natural herbs.

7. Dolfi Kids Club

This facility is suitable playground for kids. This facility is provided with many kinds of toy and many attractive features to make the kids feel fun, happy, and comfortable.

8. Room Service.

This facility is ready to serve the guest 24 hours

9. Meeting Room and Banquet

Novotel Solo has six sophisticated and modern meeting rooms and one ballroom which can accommodate almost 1000 people.

B. The Activities during the Job Training

Length of job training of the writer is about three and a half months at Novotel Solo. The writer started his job training on April 15th, 2009 and ended on July 23rd, 2009. In this occasion, the writer was given job to be a room attendant in Novotel Solo. Being a room attendant made the writer had to do many activities based on arranged schedule. Those activities are

1. Wearing the uniform

The writer took the uniform in laundry section. The writer changed his clothes with the uniform in the fitting room and kept his clothes in his locker.

2. Taking presence

The writer took the presence in security room which is located in the back of hotel.

3. Briefing

Briefing was started at 07.30 am. Supervisor allotted job description to each Housekeeper. Briefing was always started by praying. Length of briefing usually was 30 minutes. In the end of briefing, the supervisors gave master key to each room attendant.

4. Preparing the guest supplies

The writer headed to the Housekeeping room. The writer prepared the guest supplies into the room attendant's trolley. Soap, shampoo, tissue, sewing kits, sewing kits, candles, toothpaste, sweetener, sugar, etc, are examples of the guest supplies. The writer took the room attendant's trolley to the floor that has been assigned by supervisor.

5. Cleaning the room

The writer organized all the things inside the room. The writer took away the second hand guest supplies inside the room, and he replaced them with a new one. The writer also replaced the linens with the clean one supplied by laundry. The writer took a note of all replaced linens. All the activities inside the room were monitored by the writer himself.

6. Break

The writer took a break at 12.00 am to 01.00 pm. The writer had lunch and prays in this break.

7. Continuing the works

The writer continued his work up to 04.00 pm. If the writer finished his work before 04.00 pm, he must help the other room attendant.

8. Returning the guest supplies to the Housekeeping room

All the used guest supplies are re-stocking in the Housekeeping room by room attendants.

9. Preparing to go home

Before the writer was going home, he took presence in the security room and then he took off his uniform in the fitting room.

C. The Role and Function of the Housekeeping Department

The Housekeeping Department of Novotel Solo has four divisions based on the chart. Each division has its each job, this arrangement makes the job easier to do. The divisions are:

1. Floor division

Floor division is a division which is responsible for keeping the tidiness, completeness, cleanness, and readiness of guest rooms, either occupied or vacant, and handling small damages in the guest rooms, for example repairing curtain rail, toilet bowl, shower slang in the bath room, etc. The work areas of this division are guest rooms and corridors. Floor Supervisors, Room Attendants, and Utility Man are attendants of floor division.

2. Public Area division

Public Area division is a division which is responsible for keeping the cleanness of public area in hotel area such as including swimming pool and fitness room, and keeping fertility, cultivation the plants in hotel area

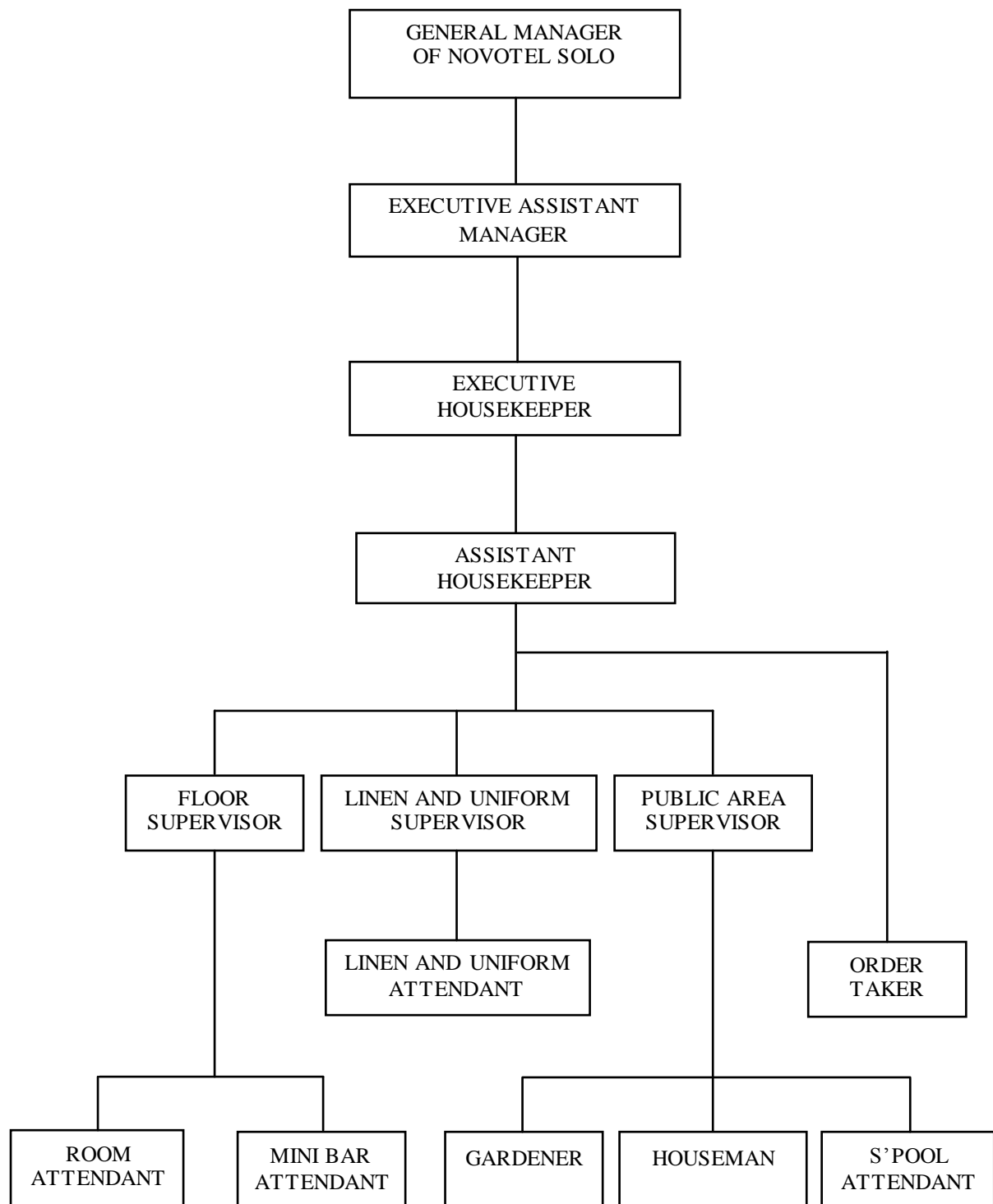
and handling for arranging flower for banquet necessities, corridors, offices, lobby, etc. The work areas of this division are lobby, coffee shop, corridors, elevators, banisters, staircases, offices, halls, public toilets, swimming pool, fitness room, outdoor garden, indoor garden, rock garden, mini garden, etc. Public Area Supervisor, Houseman, Pool and Fitness Attendant, Gardener, are attendants of public area division.

3. Linen and Uniform division

Linen and uniform division is a division which is responsible for handling and keeping linen and uniform for hotel employees. The work areas of this division are Linen room, Room Boy's station, Laundry. Linen and Uniform Supervisor, Tailor, Linen Boy are attendants of linen and uniform division

4. Office division

Office division is a division which is responsible for handling the Housekeeping Department's administration, either correspondence or making monthly and annual inventory. The work area of this division is the Housekeeping Office. Executive Housekeeper, Assistant Housekeeper, Order Taker are the attendants of office division.

D. The Organization Chart of the Housekeeping Department at Novotel Solo

The chart above can be described by the writer as follows:

1. Executive Housekeeper

The duties and responsibilities of the Executive Housekeeper are evaluating, planning, directing, controlling, organizing, managing, and coordinating all activities of the Housekeeping Department members.

2. Assistant Executive Housekeeper

The duties and responsibilities of the Assistant Executive Housekeeper are receiving report from the Front Office Department about rooms for expected arrival (EA) then informing to the Floor Supervisor, receiving and checking Supervisor's reports and then making work order, and arranging work schedule of the Housekeeping Department's employee.

3. Floor Supervisor

The duties and responsibilities of the Floor Supervisor are distributing room's master keys and work equipments of the Room Boy in morning briefing, working in close coordination with the Assistant Executive Housekeeper in training and retraining of the Floor staffs, and checking the reparation done by the Utility man in room.

4. Room Attendant

The duties and responsibilities of the Room Attendant are handling the cleanness of guest's rooms and house which used, maintaining the hotel properties so that they are lasting to be used, serving the guest's request, and giving the report about the damage in room to the Floor Supervisor.

5. Mini Bar Attendant

The duties and responsibilities of the Mini Bar Attendant are checking and restocking food and beverage in the refrigerator of the guest's rooms.

6. Linen and Uniform Supervisor

The duties and responsibilities of the Linen and Uniform Supervisor are making daily administration of linen and towel, inspecting regularly all areas under his or her supervision, and Supervising and participating in the activities of the linen's room staff in shorting, counting and issuing of uniforms and linen, segregating the defective linen and uniform for repair or condemnation.

7. Linen and Uniform Attendant

The duties and responsibilities of the Linen and Uniform Attendant are distributing, managing, and organizing linen for guest rooms, and sending the dirty linen and uniform to the Laundry.

8. Public Area Supervisor

The duties and responsibilities of the Public Area Supervisor are supervising, coordinating the activities of the houseman in cleaning function rooms, offices, and public areas, correcting the mistakes of houseman, and ensuring the cleanness and maintenance of all the Housekeeping equipment.

9. Gardener

The duties and responsibilities of the Gardener are handling an attractiveness of garden both inside and outside of garden in the hotel and maintaining parking area and basement.

10. Houseman

The duty and responsibility of the Houseman are keeping the cleanness of hotel's public area.

11. Swimming Pool Attendant

The duties and responsibilities of the Swimming Pool Attendant are cleaning and maintaining fitness area and swimming pool and serving the guests in swimming pool and fitness center.

12. Order taker

The duties and responsibilities of the Order Taker are handling and keeping the Housekeeping administration, informing to room boy if there are any rooms check in or check out, and drafting if there are any guests who borrow hotel's properties, for example: hairdryer, iron, charger, etc.

E. The Problems Faced by the Housekeeping Department and the Solutions at Novotel Solo

E. 1. The Problems Faced by the Housekeeping Department

Problems are regular thing which are faced by every management, including in hotel management. Hotel managements are complex because there

are many departments in a hotel. The same as the other department, the Housekeeping Department has its own problem. The problems are:

1. Most of the Housekeeping staff cannot speak in other language than English.

Sometimes Housekeeping staffs face with foreign guests, who cannot speak English. For example the common guests are guest who comes from Japan, France, Spain, Korean, and Chinese. Most of the Housekeeping staffs are provided with Standard English conversation. When they are serving guest who cannot speak English, there is language barrier in their communication. The Housekeeping staffs are restricted to convey the message to the guest. This condition makes the Housekeeping staffs cannot work maximal and the guests are not fully satisfied.

2. Most of the Housekeeping staff cannot speak English fluently.

English is the language of the world. Each personnel of hotel employees at least must master English conversation, so they can speak English fluently. This ability will help them, at least one way communication, the guest receives the information from the staff. This is better than no communication at all.

3. Housekeeping staffs, especially room attendants have to work in short time.

This is the common problems in hotel management. The Housekeeping staffs, especially room attendants are demanded to work harder than usual. This condition usually happens in holiday season or if

there are any special events in Solo, such as SIEM (Solo International Music Ethnic), that makes the number of reservations are increasing in short time. For example, two room attendants who are given responsibilities on the same floor can handle 24 rooms in a day. In those special events, room attendants must work quicker than usual. This condition is not good, because room attendants are demanded to work in high quality as usual but in short time. The results of their works are not satisfying because they do it in hurry.

4. The numbers of the Housekeeping staffs are limited.

If there is a job vacancy in the Front Office because the Front Office needs more staffs, but unfortunately those applicants come from the other departments, such as the Housekeeping Department. So they move from the Housekeeping Department to the Front Office Department. This condition will make the Housekeeping Department lack of staff and this will make the Housekeeping Department cannot reach its best performance.

5. Many staffs work out of procedure.

To achieve effective and efficient result, work procedures are arranged based on its work conditions and work procedures must be followed by every staffs. Unfortunately, some of staffs do them out of procedure, for example, in case filling the worksheet. Room Attendant must fill it according to the reality, such as writing correctly the number of replaced linen.

6. Lack of amenities number from Supplier.

Sometimes the number of amenities from the Supplier, such as soap, shampoo, tissue, shaving kits, sewing kits, candles, toothpaste, sweetener, sugar, is inadequate. This problem affects the guest's satisfaction. The amenities in guest's room must be replaced with the new ones as soon as possible.

E. 2. The Solutions for the Problems Faced by the Housekeeping Department

The arising problems must be solved as soon as possible to prevent further problem. The proposed solutions are:

1. Most of the Housekeeping staff cannot speak in other languages than English.

To increase the guest's satisfaction, it will be better if the hotel staffs, especially the Housekeeping staffs are educated not only in English but also, for example French, German language, Spanish, etc. A brief education will make differentiation in serving the guests so that they can communicate better with the guest who cannot speak English. The better they communicate the better satisfaction that the guest's felt, and the better work result for the staffs is. It will be much helped, if there is a Language Training Program provided by hotel management for its employees.

2. Most of the Housekeeping staff cannot speak English fluently.

English is basic foreign language that must be mastered by each of the hotel staffs because most of the foreign guests understand it. This is

useful because by mastering English, the Housekeeping staffs can more understand about what the guest needs. This is important to give English training session monthly or even weekly to increase the quality of the hotel's human resources. Having staffs with fluent English language skills will make additional value for the staff themselves and the hotel itself.

3. Housekeeping staffs, especially room attendants have to work in short time.

The solution of these problems is by training the Housekeeping staffs to be able work under pressure and adding more staffs. The way to train room attendants to be able to work under pressure are by giving training, briefing, and upgrading. This is also important to give them training to increase their ESQ (Emotional and Spiritual Intelligent Quotation). ESQ training will increase their motivation and their resistance to deal with stress. It will be a waste if the staffs can work much quicker and the result is worse than usual. In this case, adding more staffs is needed.

4. The numbers of the Housekeeping staffs are limited.

The solution of these problems is by adding more staffs by recruiting new qualified employee, increasing the staff's quality by holding various training programs and preventing taking staffs from other departments.

5. Many staffs work out of procedure.

Human Resources Department is responsible for handling these problems by holding up grading for the hotel staffs. The periodic upgrading will maintain the employee quality. It will be more effective and efficient if each department supervisor is given more knowledge about management. This is the best solution before the Manager takes decision to replace the staffs who work out of procedure.

6. Lack of amenities number from the Supplier.

The number of amenities stock must be controlled regularly. The Order Taker should provide bigger amount of amenities than the needed amount. Some benefits of this solution are that the Order Taker will get discount when buying goods in big number, and if suddenly some amenities out of stock, there is no need to worry for the room attendants because there are some supplies.

Those are some suggestion that is expected to overcome the problems in the Housekeeping Department. Those suggestions are expected at least to maintain the quality and quantity of the Housekeeping Department works, or even better, to increase the quality and quantity of the Housekeeping Department work.

CHAPTER IV

CONCLUSION AND SUGGESTION

A. Conclusion

The writer can conclude some main points based on the discussion in the Third Chapter. The points are:

1. The Housekeeping Department of Novotel Solo is important to be responsible for maintaining freshness, neatness, tidiness, and cleanness of hotel area. To fulfill its duties, Housekeeping Department cooperates with other Departments to operate the hotel function. They cooperate together to serve and to give impressing satisfaction towards their guest.
2. The Housekeeping Department of Novotel Solo faces many problems and those problems inhibit the Housekeeping Department to achieve its best performance.

The arising problems and its solutions are:

- a. Most of the Housekeeping staff cannot speak other languages than English. The solution is hotel management holds the Foreign Language's Training Program for its employee.
- b. Most of the Housekeeping staff cannot speak English fluently. The solution is hotel management holds English Training Program regularly.

- c. Housekeeping staffs, especially room attendants have to work in limited time. The solution is hotel management gives training, briefing, and upgrading for its employee.
- d. The numbers of the Housekeeping staffs are limited. The solution is adding more staffs, increasing the staff's quality and preventing the taking of the staffs from other departments without replacements.
- e. Many staffs work out of procedure. The solution is the Human Resources Department holds the upgrading program for the hotel staffs.
- f. Lack of amenities number from the Supplier. The solution is Order Taker have to control the amenities stock regularly.

B. Suggestion

The writer would like to give some suggestion after having job training for three and a half months at Novotel Solo:

1. The English Diploma Program

The English Diploma Program is good enough in facilitating the students by giving appropriate Hotelier materials. To support those materials, it will be better if the English Diploma Program has Hotelier Laboratory. This is useful because students can practice the materials there, for example bartender, food and beverage products, making bed, and room reservation. It will help the students during the job training.

2. The Housekeeping Department of Novotel Solo

It is appropriate if the Housekeeping Department adds more staffs in order to avoid the inadequate number of the workers. This staff growth can be supported by holding periodic upgrading. The expected result will be high quality the Housekeeping staff.

3. The Management of Novotel Solo

It is important to analyze, increase, and maintain employee's condition; especially their work quality. It is appropriate if Novotel's management holds English or Non English, hard skills, or soft skills training programs for its employee in order to increase their work quality.

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