


Houseman's Duties and Responsibilities in Cleaning Public Areas in the Housekeeping Department of Grand Cityhall Hotel & Serviced Residences Medan

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Article Info	ABSTRACT
<p>Keywords: Area cleaning Use of Cleaning Agents Storage of tools and cleaning materials</p>	<p>A houseman is a staff member in the housekeeping department responsible for maintaining the cleanliness, aesthetics, orderliness, and comfort of all hotel areas, excluding guest rooms and the kitchen. This role covers a wide area, both inside and outside the hotel building, which presents a significant responsibility for the houseman. This research employs a descriptive quantitative method, with data collected through direct field observations and interviews. The study was conducted at the research location with a population of 13 individuals, consisting of 1 supervisor, 6 housemen, and 6 hotel guests.</p> <p>The findings indicate that the housemen's performance in maintaining cleanliness is not yet optimal. Common issues include a lack of attention to the correct functions and dosages of cleaning materials and poor discipline in storing tools and materials after use. Based on these findings, it is recommended that housemen improve their awareness of work outcomes, adhere to the proper usage of cleaning supplies, and maintain discipline in organizing cleaning tools and materials. This will ensure a neater storage area and enhance overall service quality in the hotel environment.</p>
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INTRODUCTION

One of the supports for the advancement of the world of tourism is hotels, namely as a means of accommodation for tourists, both local tourists and international tourists. So that tourists who use these accommodation facilities feel happy, comfortable, and get satisfaction in receiving services while staying at the hotel, the hotel must be managed professionally and commercially. The housekeeping department is a very important part of a hotel, because the housekeeping department is the part that is tasked and responsible for maintaining cleanliness, neatness, beauty and comfort throughout the hotel area, both inside the building and outside the building. Including the rooms and rooms used by guests, except the hotel kitchen area.

Public areas or common areas in a hotel are places that are often visited and used by guests, both staying and non-staying guests. Guests will judge and get a first impression from what they see and get from this public area. Cleanliness, neatness, beauty and comfort of public areas is the first impression for guests, which gives the image that the hotel they are visiting is a good hotel, which can give guests satisfaction during their stay at the hotel.

Houseman comes from the word house which means house, while man means man. A houseman is a man who is in charge and responsible for looking after, maintaining, cleaning and arranging places/areas outside and inside the hotel.

To give a good impression to guests and maintain the cleanliness of the hotel's public areas, a houseman must know the work area and the tools and cleaning materials that must be used when working. In carrying out his duties, a houseman often encounters problems, including; use and storage of tools and cleaning materials used when cleaning the area.

According to the author's review and experience, the background to the problem in this paper is the performance of a houseman who is less effective in cleaning the hotel's public areas, such as rubbish in the parking area, pieces of paper in the meeting room, cigarette butts in the smoking area of the restaurant, grains of rice in ballroom area, hand spots on the glass door of the hotel lobby, dusty lobby foyer, spots on the hotel lobby floor, water marks on the toilet wash basin mirror, stains on the toilet bowl, toilet tissue and hand soap which are not paid enough attention so that there are guests who complain. This occurs due to the houseman's lack of concern when working and the role of a supervisor in supervising the houseman's performance.

Apart from this, other examples that can result in poor public area cleanliness are the use of cleaning materials that are not appropriate to their function and use that is not in accordance with the dosage, resulting in spots or stains. For example, stencil cleaning agents used on glass cause the glass to ghost. We know that chemicals have a strong and pungent aroma, so if the houseman does not follow the standards for using cleaning agents, the aroma will be very strong, causing guests to feel uncomfortable. During the time the author carried out practical field work at the Grand Cityhall Hotel & Serviced Residences-Medan, the problem that was often found was the houseman's lack of responsibility in maintaining the cleanliness of the pantry and the janitor for storing tools and cleaning materials. Houseman did not separate the tools and cleaning materials, so that when chemicals were spilled, the liquid from the chemicals resulted in defective spots on the equipment. The impact of this error is not only on the equipment, but also on the cleanliness of the pantry and the houseman's work safety. As is known, chemicals are made from chemicals, which if they come into direct contact with the skin can cause irritation. The most fatal impact of this is that if staff touch equipment that has been exposed to chemical fluids, they will become irritated.

METHODS

Types of research

The type of research in this final assignment is descriptive, namely in the form of a direct survey in the field and explaining all the phenomena that occur in carrying out observations by analyzing and collecting information and comparing with applicable theories.

Location and Time

Research sites

Location : GRAND CITYHALL HOTEL & SERVICED
MEDAN RESIDENCES

Address : Jl. City Hall No. 1, Kesawa, Medan Baru District,
Medan City, North Sumatra 20112

Phone : 0610 4557000

Fax : 62 61 455 8822

E-mail : info@grandastonmedan.com

Research time

The author conducted this research during Field Work Practice for 6 (six) months starting from 07 September 2020 to 07 March 2021 at the Grand Cityhall Hotel & Serviced Residences Medan.

Population and Sample

Population

Population is a collection of data that has the same characteristics and is the object of inference. According to Fucrcchan (2004), Population is an object, all members of a group of people, organizations, or groups that have been clearly formulated by researchers. The total population is 13 people consisting of 1 supervisor, 6 housemen, 6 guests.

Sample

According to Arukinto (2008:12) a sample is part of a total object that is a population that is considered capable of representing the entire population to be used as a source of information. If the number of subjects studied is less than 100, then the sample may be taken from 10% - 20% of the population because the population is less than 100, so the entire population is sampled as 13 people consisting of 1 supervisor, 6 housemen, 6 guests obtained from the data. The sample represents the population, so this research is called population research.

Data collection techniques

Several data collection techniques used by the author in this research are as follows:

Observation

The author collected data about the cleaning process, use of cleaning materials, and storage of cleaning tools through observations where the author went directly into the field for 6 (six) months from 07 September 2020 to 07 March 2021 at Grand Cityhall Hotel & Serviced Residences Medan. In this 6 (six) month research, the author obtained several facts and information regarding the title of this research.

Library Research (Library Research)

This data collection is one of the data collections used by the author to add information regarding the process of cleaning the public area section by reading and searching for several books in the library related to the research title.

Interview

Interviews are also a data collection technique where the author conducts questions and answers directly with the source. From the answers given by the sources, the author got some information related to the title of the research.

Data analysis

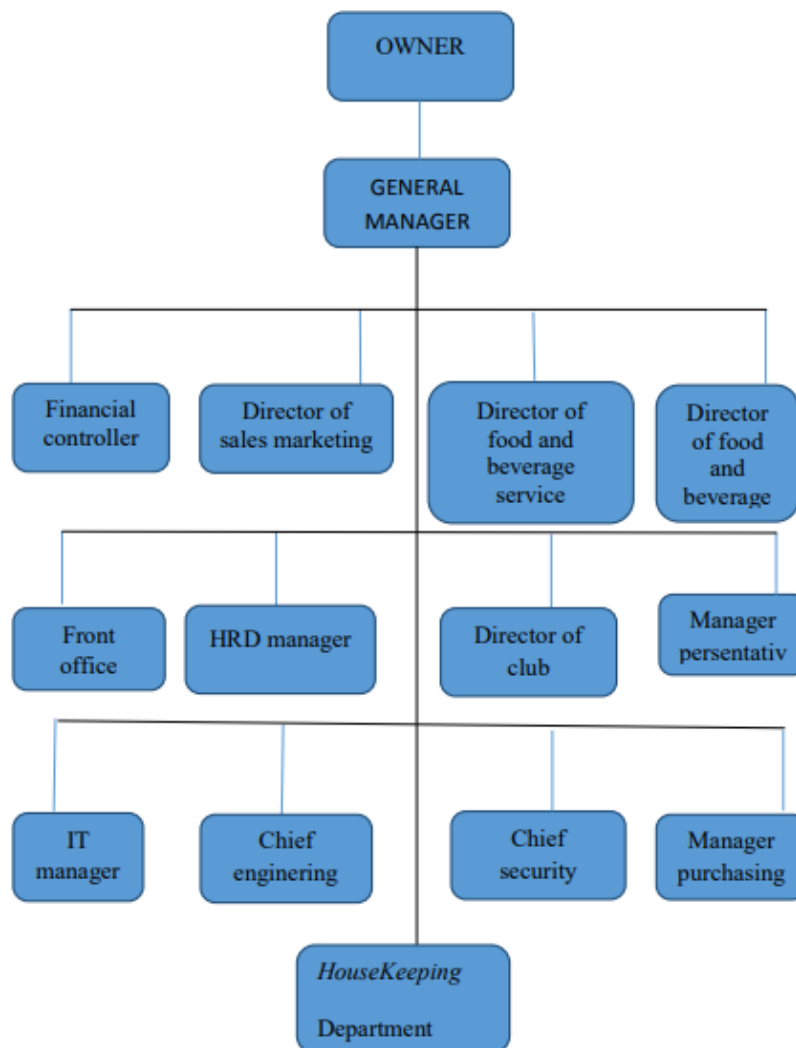
Data analysis starts from organizing data. This is related to the nature of quantitative data which is generally large and varied. In this research, the author used qualitative data collection, namely in the form of direct field observations and carrying out various analyzes and making comparisons with real work processes.

RESULTS AND DISCUSSION

Behind Grand Cityhall Hotel & Serviced Residences Medan

This hotel was founded in 2010 by four shareholders, Mr. Ali Jhonson, Mr. Ali Besar, Mr. Hartanto, Mr. Yogi Asimin. When it first operated under the name Grand Aston Hotel Medan, it was right in the heart of Medan and was surrounded by important places such as to the left of the Bank Indonesia building, to the right was Bank Mandiri and in front was Merdeka Square and the post office, with the city hall icon Medan in the past, with two buildings, the first building is the Grand Aston Hotel and the second building is the Cityhall apartment, known as one of the best hotels in the city of Medan, the hotel was built in an American building style with a beautiful and unique architectural style which is a differentiator from the building. – hotel building in the city of Medan. After operating for more than ten years, management finally decided to change the name of the hotel, to the name Grand Cityhall Hotel & Serviced Residences Medan.

Figure 1.Grand Cityhall Hotel & Serviced Residences Medan Hotel Organizational Structure

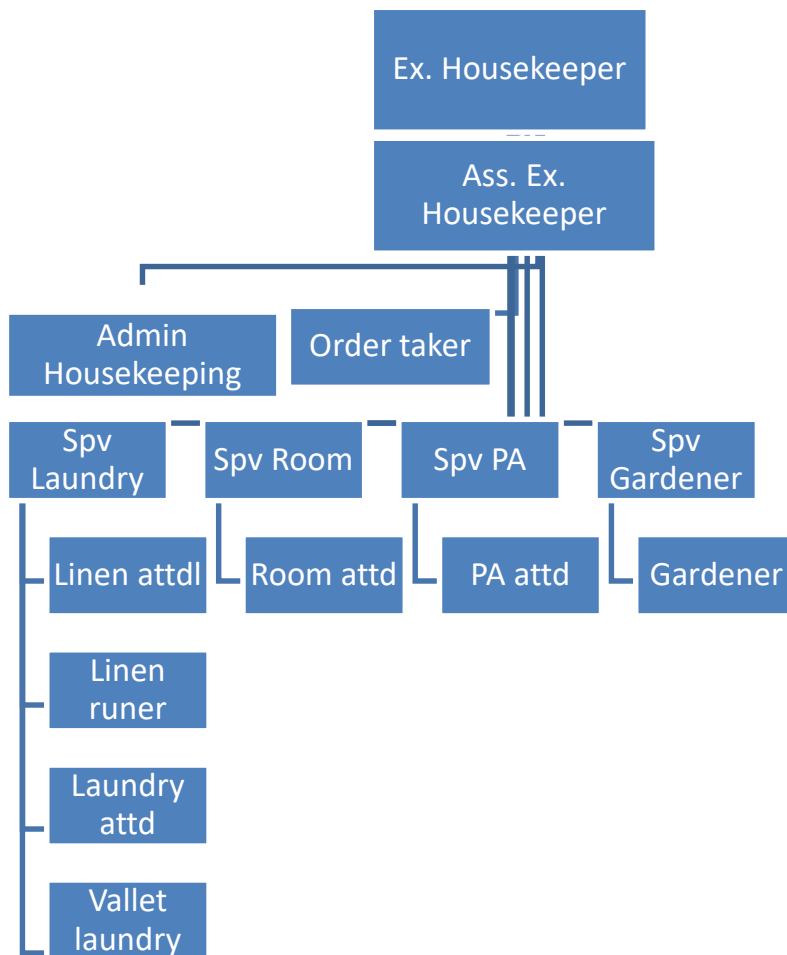


Source: HRD Grand Cityhall Hotel & Serviced Residences Medan (2021)

Housekeeping Department Organizational Structure at Grand Cityhall Hotel Serviced Residences Medan

The following is the organizational structure that the author obtained from the results of the research that the author conducted.

Figure 2.Organizational Structure of Housekeeping Department Grand Cityhall Hotel Serviced Residences Medan



Source: HRD Grand Cityhall Hotel & Serviced Residences Medan (2021)

Facilities Available at Grand Cityhall Hotel & Serviced Residences Medan

There are several main products and facilities owned by Grand Cityhall Hotel & Serviced Residences Medan, namely:

Main Products (Rooms)

1. Deluxe Rooms;
2. Premier Deluxe Room;
3. City Hall Spa Room
4. Junior Suites;
5. City Hall Suite Room;
6. Ambassador Suite;
7. Deluxe Corner;
8. Executive Suite;
9. President Suite;
10. Apartment Suite (1 Bed)
11. Apartment Suite (2 Beds)
12. Suite Apartment (3 Beds)

Additional Products (Meetings & Events)

1. Mahogany Grand Ballroom
2. Cypress Room
3. Sandalwood
4. Rosewood Meeting Room
5. Agarwood Meeting Room
6. Colosseum Meeting Room
7. Taj Mahal Meeting Room
8. Great Wall Meeting Room
9. Borobudur

Facilities & Services

1. Swimming Pool
2. Demitasse Lounge
3. D Heritage At City Hall
4. Spoon Dining
5. Ji Long Chinese Restaurant
6. Alfresco Dining
7. Cassiavera Lounge
8. Empress Chinese Restaurant
9. Spa
10. Gym
11. Parking

Houseman Performance Analysis in Cleaning Public Areas of Grand Cityhall Hotel & Serviced Residences-Medan

Based on the results of the author's observations, the houseman at the Grand Cityhall Hotel & Serviced Residences Medan was not maximal in cleaning the public areas, causing guests to complain, such as the presence of fingerprints at the entrance to the Hotel Lobby, lots of leaves and cigarette butts in the car park, toilet paper and hand soap was not refilled, the bathroom floor was wet due to water spots, the corridor of the meeting room was full of food crumbs. All of these problems can make guests feel uncomfortable while at the hotel, whether they are staying overnight or holding meetings.

According to the results of the author's interview, this was caused by a lack of houseman staff at the Grand Cityhall Hotel & Serviced Residences Medan. The projects given each day are not proportional to the number of employees working so that the work results are less than optimal and this has an impact on guest complaints. Apart from the results of the houseman's work, another cause of this problem is the minimal role of supervisors in carrying out crosschecks on areas that have been cleaned by the houseman. It is the houseman's responsibility to maintain, organize and maintain all public areas in the hotel. When the houseman cleans the area, it must be double checked by the public area supervisor.

Table 1.Houseman's Performance Response Regarding the Work Area at Grand Cityhall Hotel & Serviced Residences-Medan

n = 12

No	Informant's Answer	Amount	Percentage (%)
1	Not maximal	10	84 %
2	Maximum	2	16 %
	Total	12	100%

From Houseman's answer above, it can be seen that 2 people (16%) stated that they were maximal in carrying out work in accordance with the work area, and 10 people (84%) stated that they were less than optimal in carrying out work in accordance with the work area.

In connection with this, management has taken a policy to add supervisors in public areas, as well as adding houseman employees. This aims to improve the houseman's work results when cleaning, thereby reducing guest complaints. The role of a supervisor is very important in dividing the houseman's work area, handling guest complaints and most importantly cross-checking the houseman's work results.

Analysis of the Use of Cleaning Materials at Grand Cityhall Hotel & Serviced Residences-Medan

So that the work runs smoothly and the cleaning results can be maximized, various kinds of cleaning materials are needed. Chemical functions to clean stains and dirt attached to the surface of equipment, walls and floors and functions as a disinfectant and deodorizer. In this analysis, the author wants to discuss the use of cleaning materials at Grand Cityhall Hotel & Serviced Residences Medan. The houseman at Grand Cityhall Hotel & Serviced Residences Medan does not apply measurements or use of cleaning agents. This can have an impact on damage to hotel furniture, for example chemical go getters are used to clean terrazzo floors, causing defects in the floor, metal shine which is supposed to clean metal materials is used on glass, causing the glass to become ghosted. Apart from damaging hotel furniture, this can also have an impact on the houseman's health, for example if too much Vixal is used in an airtight room such as a toilet it can disrupt the respiratory system and cause skin irritation. This happens due to the houseman's lack of knowledge regarding the use of cleaning agents, this is also caused by the houseman never being trained on the dosage and use of chemicals.

Table 2.Responses to the Use of Cleaning Materials at Grand Cityhall Hotel & Serviced Residences Medan
n = 6

No	Response	Amount	Percentage (%)
1	According to use	2	33 %
2	Not suitable for use	4	67 %
	Total	6	100%

From the table above, it can be seen that 2 people (33%) used cleaning materials according to usage and 4 people (67%) did not use cleaning materials.

Based on this case, the supervisor of the Grand Cityhall Hotel & Serviced Residences Medan made a policy to supervise and apply chemical monitoring to the houseman regarding the use of cleaning materials by the houseman.

Analysis of Storage of Cleaning Tools and Materials at Grand Cityhall Hotel & Serviced Residences Medan

The warehouse is a means of storing all tools and cleaning materials. According to the author's observations during research, the warehouse where goods are stored at Grand Cityhall Serviced & Residences Medan is not neatly arranged. The houseman combines the storage of cleaning materials and cleaning tools in one place, causing the warehouse to look messy, the houseman does not put the cleaning material container in the place provided in the warehouse, as well as the cleaning tools which

are often found lying in the warehouse. This is also caused by the size of the warehouse being too narrow.

Table 3. Responses to Storage of Cleaning Tools and Materials at Grand Cityhall Hotel & Serviced Residences Medan

n = 7

No	Response	Amount	Percentage (%)
1	Fits in place	3	43 %
2	Doesn't fit in the right place	4	57 %
	Total	7	100%

From the answers of the supervisor and houseman above, it can be concluded that there were 3 people (43%) who stored tools and cleaning materials in their appropriate place and 4 people (57%) who did not store them in their appropriate place.

To overcome this problem, the public area supervisor at Grand Cityhall Hotel & Serviced Residences Medan increased the number of warehouses for storing tools and cleaning materials. Tools that are new or have not been used are stored on the floor panels. Likewise, cleaning materials that have not been used are stored in different places, so that the warehouse looks more spacious and the houseman can arrange them neatly. The supervisor also takes the role of checking the condition of the warehouse at the end of each houseman's shift.

CONCLUSION

At the end of the author's research during six months of conducting street vendors at the Grand Cityhall Hotel & Serviced Residences Medan, the author explains several conclusions that can be drawn. In general, the author concludes that "the duties and responsibilities of the Houseman at the Grand Cityhall Hotel & Serviced Residences Medan still need to be repaired and redeveloped" in creating a clean and comfortable public area for guests and employees. More specifically, the author can draw the following conclusions. The houseman at Grand Cityhall Hotel & Serviced Residences Medan pays little attention to the end result of his work when cleaning. This is caused by the insufficient number of employees to carry out cleaning and also the lack of guidance from leadership in correct cleaning procedures and the division of houseman duties and responsibilities so that when cleaning the area the results are not optimal. Houseman at Grand Cityhall Hotel & Serviced Residences Medan still doesn't know enough about the function and dosage of using cleaning agents correctly. The houseman at Grand Cityhall Hotel & Serviced Residences-Medan lacks discipline in storing the tools and cleaning materials (chemicals) that have been used and are not placed in their proper place so that the placement of the tools and cleaning materials looks messy and disorganized in the warehouse.

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