


Pramukamar's Duties and Responsibilities in the Housekeeping Department of Grand Inna Hotel Medan

Suci Noventina

Akademi Pariwisata Dan Perhotelan
Darma Agung Medan

Article Info	ABSTRACT
<p>Keywords: Housekeeping Scoutmaster Staff Room Cleaning</p>	<p>This study focuses on three key issues: (1) how Pramukamar staff communicate with Reception staff regarding rooms available for sale to guests at the Grand Inna Hotel Medan; (2) how room cleaning procedures are carried out by room attendants in accordance with Standard Operating Procedures (SOP); and (3) how supervisors monitor the performance of room attendants in the Housekeeping department.</p> <p>The research employs a quantitative method combined with a qualitative approach and was conducted at the Grand Inna Hotel Medan, located in West Medan District.</p> <p>The findings indicate that: (1) Effective interdepartmental communication is essential, and supervisors play a vital role in facilitating this communication. Reception staffing should be optimized, and room attendants should be allotted more time than currently provided in the SOPs to maintain high service quality. (2) The implementation of SOPs for room cleaning must be clearly understood and applied by all housekeeping staff to ensure guest comfort and satisfaction. (3) Supervision by housekeeping supervisors must be carried out consistently and thoroughly to reduce guest complaints and maintain service excellence.</p> <p>Based on these findings, the study offers the following suggestions: (1) Supervisors should proactively and promptly inform Reception staff about rooms that are ready for sale, minimizing guest wait times upon arrival. (2) Regular refresher training on SOPs should be provided for room attendants to improve service quality. (3) Supervisors must implement routine inspections and performance evaluations to promote teamwork and ensure the delivery of optimal guest service.</p>
<p>This is an open access article under the CC BY-NC license</p> 	<p>Corresponding Author: Suci Noventina Akademi Pariwisata Dan Perhotelan Darma Agung Medan Medan</p>

INTRODUCTION

The tourism sector continues to develop in the era of globalization and free trade, with such rapid development it is very important to improve the tourism sector because the tourism sector is the main focus in building a more advanced nation. One of the supporting facilities for the tourism sector is a hotel. In the tourism concept, hotels are accommodation for tourists who come from various parts of the world. One of the supports for the advancement of the world of tourism is hotels. So that tourists who use these accommodation facilities feel happy, comfortable, and get satisfaction in receiving services while staying at hotels, hotels must be managed professionally. The types of services that a hotel can provide to guests staying overnight are not only limited to the food and drinks ordered but also involve everything the hotel owns, including rooms, restaurants, as well as all the facilities provided to guests such as laundry, swimming pool, garden, fitness center, both outside and inside the hotel

building. Apart from that, what is no less important is all the employees who serve, both in terms of friendliness, appearance, and level of intelligence, skills and skills in carrying out their duties.

The housekeeping department is a very important part of a hotel because the housekeeping department is the part that is tasked and responsible for arranging equipment, maintaining cleanliness, neatness, beauty and comfort throughout the hotel area, both outside the building and inside the building, including rooms and rooms. -rooms rented by guests, restaurants, offices and toilets. The role of housekeeping is very important and therefore must be handled by people who are professional, agile and skilled. Therefore, Housekeeping employees really care about guest comfort by paying attention to details and following up on all necessary repairs. Because what Housekeeping really prioritizes is clean, attractive, comfortable and safe. Well-planned service and maintenance handling towards standards of cleanliness, tidiness and comfort which are the duties of Housekeeping throughout the hotel area will ensure guests will be satisfied. This is a big role in the scope of the importance of the Housekeeping department in every beat of hotel life. A comfortable, clean, neat, beautiful and well-maintained hotel is a guarantee for guests to continue to enjoy comfort during their stay at the hotel and a guarantee that guests will return to the hotel in the future. Cleanliness is handled by the Housekeeping department whose activities are led by the executive housekeeper, assisted by his assistant or secretary in managing order takers and supervisors in each division, who supervise all housekeeping staff in the Housekeeping department.

However, in medium to lower scale hotels, in terms of managerial management, there is only one housekeeping supervisor who is assisted by an assistant or secretary, so that the supervisor will play a dual function and take over the role of executive housekeeper. In general, housekeeping must coordinate and ensure cooperation with other departments. For everything to be successful, a planned work schedule must be prepared to minimize complaints from guests and other departments. Coordination with the receptionist is carried out starting from arrival, where housekeeping must prepare a clean room. Then when guests check out and other matters related to the receptionist from Housekeeping, they must coordinate reports on the status of whether the room is occupied or not, reports about lost hotel items taken by guests, reports regarding the discovery of guest belongings left in the room after the guest left, Immediately prepare the rooms for guests who will enter after receiving information from the receptionist, then the receptionist coordinates with the Housekeeping department by providing a list of room occupants every morning, sending a list of rooms that will be occupied by guests, be they individual guests, groups or VIP guests.

Pramukamar is the part that is responsible for preparing rooms so they are ready to be sold to guests. Room attendants are very responsible for maintaining and maintaining the cleanliness of rooms, both rooms with occupied status and rooms with expected arrival status. Room attendants are also responsible for preparing rooms for showing rooms. Room attendants are responsible. full of everything related to the room. The room attendant is tasked with completing and preparing rooms according to the number of rooms assigned to him by the housekeeping supervisor. Pramukamar reports all problems in the room to the supervisor, serves guest requests well, listens to all forms of guest complaints then helps or reports them to the supervisor. Fill or put laundry into the laundry bag that has been prepared. Prepare and fill trolleys according to standards properly and correctly. Greet every guest who meets in the hotel corridor or in the room. Greet guests by saying the guest's name wearing a clean and neat uniform. No body odor, hair is not long and does not have a mustache. Have an attractive appearance, always wear a name tag, pay attention to the cleanliness and tidiness of the trolley. A chambermaid must always save time. Report any suspicious guest actions to maintain guest confidentiality, always reporting the position to the Housekeeping office.

At the Grand Inna Medan hotel there was a misunderstanding in conveying information regarding room sales and guest check-in/check-out. Then the division of tasks regarding providing information between reception staff and room attendant staff became one of the problems at the hotel. This was also followed by problems in cleaning rooms that did not comply with standard operational procedures which were cleaned by the housekeeping department's housekeeping staff. The problem is that the room attendant does not clean the room according to standard operational procedures such as room cleaning because the time given is only 15 (minutes) while the time required is 20 (minutes) so sometimes there is still hair and dust left in the corners of the room.

in carrying out all work in order to create good communication with all teams, so that the hotel maintains cleanliness, comfort and health, especially in hotel rooms, as well as supervisors to be more careful in checking and supervising the condition of rooms that have been cleaned by the room attendant, so that hotel guests comfortable stay at the hotel. Rumekso (2018)

METHODS

Types of research

The type of research in this final assignment is descriptive qualitative, namely explaining data obtained through observation during field research and applying theory obtained from lectures.

Data collection technique

Observation

The author made direct observations of the objects studied in the Housekeeping Department to obtain data.

Interview

The author conducted direct interviews with supervisors and staff to discuss existing problems.

Literature study

The author collected the data by reading reference books related to the problem under study as a comparison between reality and theory

Location and Time of Research

Research sites

GrandInna Hotel Medan Jalan Balai Kota No 2, Kesawan, Kec. West Medan, Medan City, North Sumatra, 20111.

Telephone: {061} 4157744 / 08116561819

WhatsApp: 08116561819

E-mail: pr@innadharmadelihotel.com

Research time

The author conducted observations in this research from 10 November 2020 to 10 May 2021 at GrandInna Hotel Medan Indonesia.

Population and Sample

Population

Population is the total number of units or individuals whose characteristics are to be studied, and these units are called units of analysis, and can be people, institutions, objects. (Sugiyono 2011) In this case, that is the population in the author's research. It consists of 2 supervisors, 4 housekeeping staff, 4 guests staying at the Grand Inna Hotel Medan. The number of guests who stay per day at the Grand Inna Hotel Medan is 45 people depending on how busy or quiet the guests are each day who come to reserve rooms to stay at the Grand Inna Hotel Medan.

Sample

A sample is also called an example, a sample is part of the population whose characteristics are to be studied. A good sample, whose conclusions can be applied to the population, is a sample that is representative or can describe the characteristics of the population. Sugiyono (2008: 118)

The sample for this research was due to limited time and funds, so the author only got a few supporting samples which determined that the sample of the author's research objects consisted of 4 housekeeping staff, 2 supervisors, 4 guests staying at the Grand Inna Hotel Medan.

Data analysis

In conducting research, the author uses methods to analyze data, namely a way of knowing something that has systematic steps. Research can be carried out using methods, namely quantitative and qualitative methods. The method chosen by the author is a qualitative method, namely in the form of direct field surveys, carrying out various analyzes and comparisons with the reality that occurs in the field.

RESULTS AND DISCUSSION

Overview of Grand Inna Hotel Medan

Grand Inna Medan is the first magnificent hotel in Medan City. Grand Inna Hotel Medan is located at Jalan Balai Kota 2 Medan, North Sumatra. This hotel was originally called Hotel Mijn de Boer or more popularly called Hotel de Boer. The hotel belonged to a Dutch businessman who fell into the Indonesian government after independence. Then this hotel was named Hotel Inna Dharma Deli and changed again to Grand Inna Hotel Medan. The hotel is a colonial style hotel located on City Hall Street, Medan Petisah, Medan, Indonesia. This hotel was built in 1898 by a Dutch businessman named Aejnt Herman de Boer. At that time de Boer built the De Boer Hotel consisting of a restaurant, bar and seven rooms. In 1909, he added another 40 rooms. Then in 1930, the Hotel De Boer was expanded again by adding 120 rooms and a large hall. On December 14 1957, in the context of the nationalization of Dutch-owned companies, the Hotel De Boer was taken over by the Indonesian government. In 1965, the Wisma Deli Hotel was established in the De Boer Hotel area, which functions as a mess with a restaurant and bar. Three years later, Wisma Deli was expanded by adding three rooms, bringing the total to 15 rooms. Then in 1970,

A four-story building with 24 rooms was built. Furthermore, five years later, another expansion was carried out with the construction of a two-story building with 10 rooms so that there were 49 rooms available. Currently, the Grand Inna Hotel Medan has 134 hotel rooms.

It turns out that this hotel, which holds the title of the grandest hotel during the colonial period, was always visited by guests from great figures from abroad and within the country, including King Leopold of Belgium and Prince Sehaumbrug - Lippe, who was the nephew of Queen Wilhelmina of the Netherlands. Another famous guest was Matahari, a spy agent of Javanese Indonesian descent who died at the hands of a French army firing squad.

A domestic figure who is closely associated with this hotel is Sultan Syahrir, who visited the De Boer Hotel when he was still a child. He came to visit the hotel to earn a living by busking. He busked by playing the violin and entertained guests from Europe.

The Grand Inna Medan Hotel also still maintains the characteristics of its colonial building. It can be seen that this hotel as a whole consists of three parts, namely an eight-story building, the De Boer Hotel (two levels) and the Garden Wing (Wisma Deli).

Hotel Grand Inna Medan also still maintains one of its legends, namely the traditional special cake of this hotel in ancient times, namely speculass, speculass is a cake that tastes of spices which is the mainstay cake of this hotel.

Even though the hotel is old, the management of the Grand Inna Medan Hotel is enthusiastic about attracting millennial customers. In the future, services, facilities and entertainment will be adapted to the growing market tide.

Location and Location of the Hotel

Grand Inna Hotel Medan, in Medan as one of the selected Hotels in Medan, The location is ideally located in the heart of the city with all the main communication networks in the city, just a few steps from Merdeka Walk, major offices, banks, post offices and shopping areas. The direct train station from the new Kualanamu international airport is located right in front of the Grand Inna Medan, and you can easily find this hotel. Medan is the fourth largest city in Indonesia after Jakarta, Surabaya and Bandung. With a population of around 2 million people, this city is the largest city outside Java. There is no single ethnic group that forms the largest ethnic majority, namely Chinese, Javanese, Toba Batak, Minangkabau, Batak Karo, South Indian and North Indian and many more ethnic minorities. Grand Inna Hotel Medan Jalan Balai Kota No 2, Kesawan, kec. West Medan, North Sumatra, Medan City 20111

Telephone: (061) 4157744 / 08116561819

WhatsApp: 08116561819

E-mail : pr@innadharmadelihotel.com

Type of room

Standard Room 25 rooms are in the Deboer Building which is located on the 1st floor of the Deboer Building

Superior Room 25 rooms are located in the Deboer Building which is located on the 2nd floor of the Deboer Building

Deluxe There are 50 rooms in the Dharma Deli Building which is located on the 1st floor and 5th floor of the Dharma Deli Building

The 25-room Royal Room is located in the Dharma Deli Building which is located on the 6th and 8th floors of the Dharma Deli Building

Junior Sweet 5 rooms are located in the Dharma Deli Building which is located on the 8th floor of the Dharma Deli Building

GIM Sweet 5 rooms are located in the Dharma Deli Building which is located on the 8th floor of the Dharma Deli Building

The total number of rooms divided into the two buildings is 134 rooms.

Facilities at the Grand Inna Hotel Medan

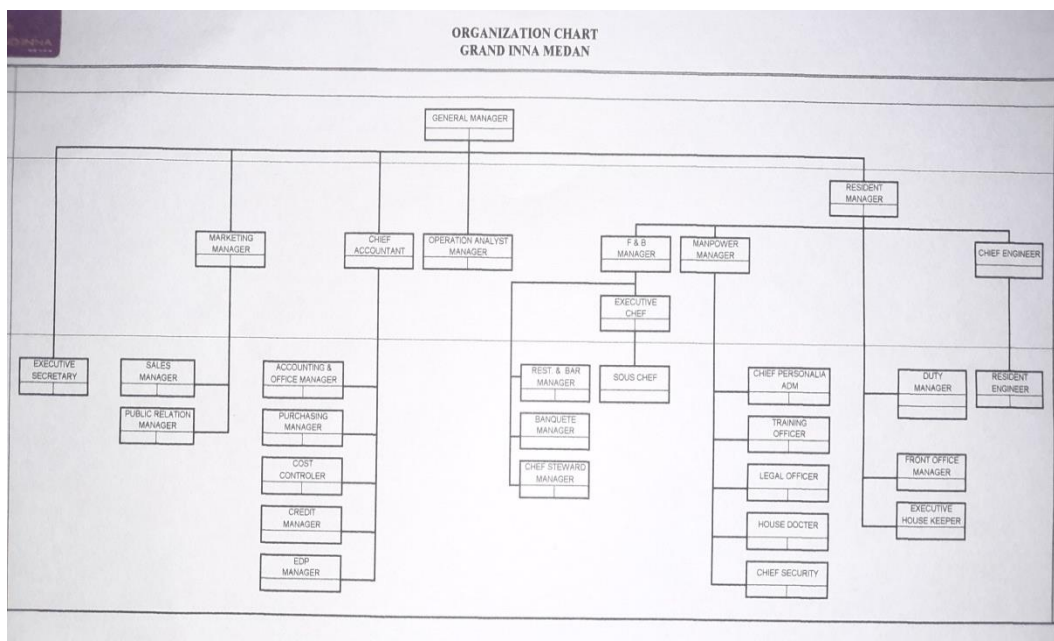
Facilities available at the Grand Inna Hotel Medan include:

1. Restaurant
2. Bar & Banquet (Convention Room)
3. Deli coffee shop
4. Corner stall
5. Pastry corner
6. Room service
7. Food stalls
8. Garden restaurant
9. Kuala Bar
10. Swimming pool
11. Laundry & dry cleaning
12. Drug store
13. Telephone & fax
14. Taxi service
15. Spa & fitness center
16. Car rental
17. Wifi/hotspot

Hotel Organizational Structure

This is a picture of the organizational structure of the Grand Inna Hotel Medan starting with the top leadership and covering the departments at the Grand Inna Hotel Medan.

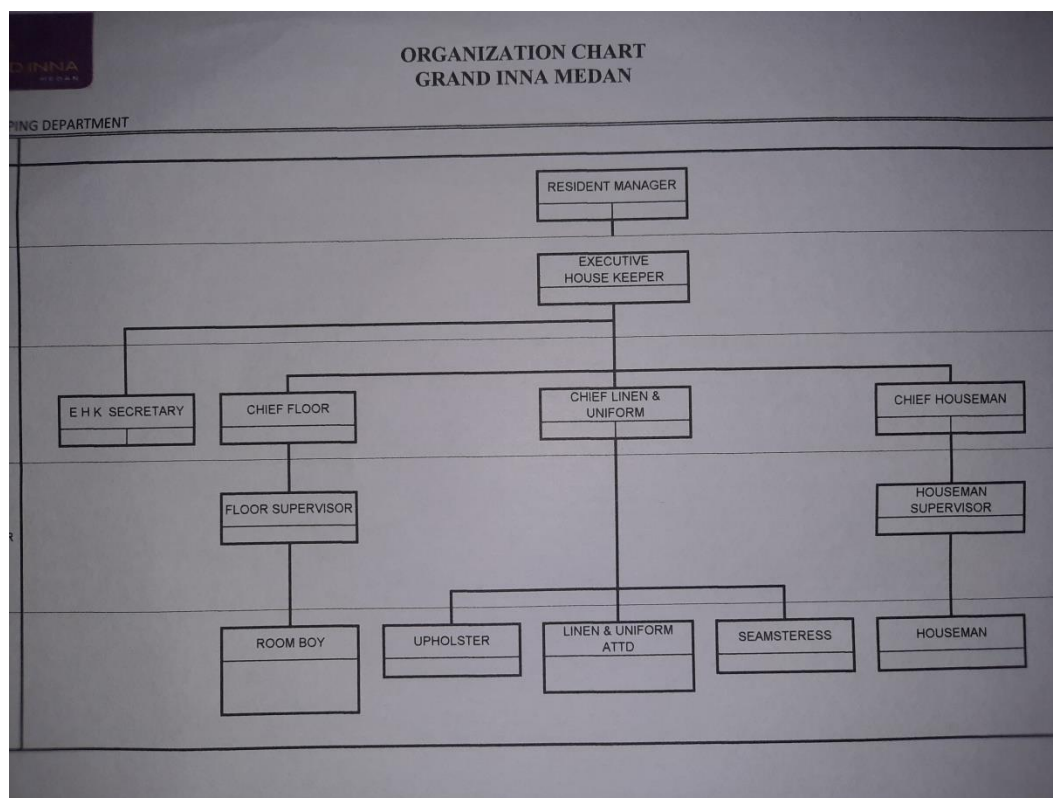
Figure 1.Grand Inna Hotel Medan organizational structure



Source: Profile of Grand Inna Hotel Medan 2021

Housekeeping Department Organizational Structure

Figure 2. Housekeeping Department organizational structure



Source: Profile of Grand Inna Hotel Medan 2021

The following is a picture of the organizational structure of the Housekeeping department of the Grand Inna Hotel Medan starting with the top leaders and ending with the sections in the Housekeeping department.

Communication between the concierge staff and the reception staff regarding rooms that will be sold to guests at the Grand Inna Hotel Medan

According to Rumekso (2018) Housekeeping can be categorized as a department that plays a very important role in a hotel, therefore it must be handled by professional people, because the Housekeeping department is one of the sources of hotel income. Communication between the housekeeping staff at the Grand Inna Hotel Medan and the reception staff is currently not good due to the large number of employees being laid off due to the COVID-19 pandemic. As a result, communication between housekeeping staff and reception staff does not run well because many do double jobs.

Through observations that researchers obtained for 5 months, it was discovered that there were only 1 or 2 reception staff serving guests. Meanwhile, ideally there are 3 people at the hotel reception who must be ready to serve hotel guests, namely the first reception serves guest check-in, the second reception serves guest check-out, the third reception serves as an operator. Because reception staff do double jobs, this is one of the causes of communication between reception staff and housekeeping staff not improving.

Room attendant staff are often overwhelmed with cleaning rooms, so sometimes they pile up reports of which rooms are ready to be sold into the system. According to the room attendant staff, the time given was only 20 minutes in accordance with the applicable SOP. This time is sometimes not enough if the

room is very messy and the bathroom sometimes looks very dirty, this can trigger poor communication between the housekeeping staff and the reception staff.

In accordance with the scope and responsibilities of the Housekeeping department according to Rumekso (2002), one of them is to ensure that all rooms and facilities are clean, where this work is carried out by the housekeeping staff. Each housekeeper department has a supervisor who supervises the work of the housekeeping staff. This supervisor plays a very important role in resolving poor communication. The solution is that the supervisor hopes to help inform the reception staff regularly and quickly about which rooms have been cleaned. So that guests who have reserved a room do not wait too long to enter the room they have reserved.

Problems with cleaning rooms according to standard operational procedures are cleaned by the housekeeping department at the Grand Inna Hotel Medan

According to Sulastiyono (2011) Pramukamar is a person who is in charge or works in cleaning rooms and providing excellent service and is usually done by professional people. Therefore, the room attendant should provide the best service to guests and should be able to give the best impression to guests that makes guests want to return to the hotel.

As a result of the room attendant staff not carrying out Standard Operating Procedures or (SOP) in cleaning rooms, one of the reasons is that the time given is very limited so that when working on or cleaning the rooms, it can be seen that the housekeeping staff have not changed the linen sheets, there is still hair left in the corners of the room and the bathroom looks unclean. . This often happens through complaints from Grand Inna Hotel Medan guests. According to the SOP, linen sheets should be changed every day, rooms should be free from dust and guest hair and bathrooms should be brushed and cleaned with chemicals. Provide time outside of Standard Operational Procedures to get more time to work on the room, so that there is no hair and dust left on the furniture and corners of the room.

As for the solution to this problem, it is necessary to carry out refresher training on Standard Operational Procedures for the housekeeping staff at the Grand Inna Hotel Medan in order to provide the best service to hotel guests, the housekeeping staff and reception staff can work together better so that mutual cooperation can be more successful and mutually supportive. building better communication between the Housekeeping department and the Reception department in order to create a sense of guest satisfaction with good service at the Grand Inna Hotel Medan.

Supervisory supervision of room attendants in the Housekeeping department at Grand Inna Hotel Medan

According to Bartono and Ruffino (2010) Supervisors are coordinators and supervisors and check the work results of room attendants and other sections in the Housekeeping department. The scope of work or job description covers all sections in the Housekeeping department, therefore supervisors must be more thorough and professional in supervising the housekeeping staff at the Grand Inna Hotel Medan. Supervisors should pay more attention to rooms that have just been cleaned by the room attendant staff so that the rooms are actually in a vacant clean condition and can be sold.

The task of a supervisor is to double check the room that has just been cleaned by the room attendant staff to ensure that the room has been cleaned properly and thoroughly. This is to avoid guest complaints about the service at the Grand Inna Hotel Medan and ensure that the rooms are ready to be sold. Complaints that are often received from guests are that linen sheets are not replaced, there is hair in the corners of the room and the bathroom looks unclean. Supervisors should have a checklist as a tool to help complete work, especially regarding room cleanliness. According to Bartono and Ruffino (2010), this supervisor's checklist is a performance carried out to assess suitability which functions to avoid complaints from guests. Then the solution to this problem is the importance of periodic double checks carried out by the housekeeping staff according to the checklist.

CONCLUSION

The results of the author's observations while he was in the Housekeeping department of the Grand Inna Hotel Medan, which have been written in the previous chapters. In this chapter the author tries to draw the conclusions obtained and contribute some suggestions or ideas regarding the problems discussed. The ideal reception staff should be met and the room cleaning staff should be given more time outside of the existing SOP. In order to create communication between divisions, supervisors play a very

important role. Room Cleaning According to Operational Standards Procedures cleaned by the housekeeping department staff at the Grand Inna Hotel Medan need to be understood by all housekeeping staff to be able to provide comfort and better service to guests. Supervisor's supervision of Pramukamar in the Housekeeping Department, at the Grand Inna Hotel Medan, needs to re-implement double checks on a regular basis to avoid guest complaints which can result in guests becoming disappointed with the service at the hotel.

REFERENCES

- Bartono PH. SE & Ruffino EM, SE (2010). *Hotel Supervision and Competency Testing for Tourism Education-ED I*. Yogyakarta. ANDI
- Meirina Ira C. and Heru Pramuda (2017). *Hotel Room Division Management*. Depok. DATE
- Nawar Agus, (2000), *Housekeeping Operations*, Jakarta, PT Gramedia Pustaka Utama.
- Rumekso (2018). *Hotel Housekeeping-Ed. II*. Yogyakarta. ANDI
- Sugiyono (2012) *Quantitative Qualitative Research Methods and R&D Bandung: Member of the Indonesian Publishers Association (IKAPI)*.
- Sulastiyono (2011). *Hotel Management*. Bandung: Alfabeta.
- Sugiyono (2008) *Quantitative and Qualitative Research Methods and R&B Bandung ALPHABET*.
- Widiarnata (2016) *The Importance of Housekeeping for a PT Gramedia Hotel Widia Sarana Indonesia*, Jakarta.
- Ardana, I. K., Mujiati, N. W., & Utama, I. W. M. (2012). *Manajemen Sumber Daya Manusia*. Graha Ilmu.
- Arikunto, S. (2013). *Prosedur Penelitian Suatu Pendekatan Praktik*. Rineka Cipta.
- Bungin, B. (2011). *Metodologi Penelitian Kualitatif*. Raja Grafindo Persada.
- Candra, D. (2020). *Housekeeping Operation in Hotel*. Deepublish.
- Djojonegoro, W. (2015). *Pendidikan dan Pelatihan dalam Peningkatan Kinerja Pegawai*. Rineka Cipta.
- Fadli, R. (2019). *Manajemen Hotel dan Restoran*. Bumi Aksara.
- Ghozali, I. (2016). *Aplikasi Analisis Multivariate dengan Program IBM SPSS 23*. Badan Penerbit Universitas Diponegoro.
- Hanafiah, M. K., & Zulkifly, M. I. (2019). *Tourism Management: Analysis and Application*. Pearson Malaysia.
- Ismail, H. (2017). *Manajemen Perhotelan*. Prenadamedia Group.
- Kasmir. (2016). *Etika Pelayanan Prima*. Rajawali Pers.
- Lawson, F. (2013). *Hotel and Resort Planning and Design*. Architectural Press.
- Nugroho, R. (2015). *Public Policy*. PT Elex Media Komputindo.
- Oka A. Yasa, & Ketut Sudarsana. (2015). *Pengantar Industri Perhotelan*. Udayana University Press.
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Alfabeta.
- Tjiptono, F., & Chandra, G. (2012). *Service, Quality & Satisfaction*. Andi.
- Walker, J. R. (2020). *Introduction to Hospitality Management (5th ed.)*. Pearson Education.