

# CHAPTER I

## INTRODUCTION

### A. The Background of the Research

In the modern era, job seekers in the hospitality sector still do not attract attention. Although this job has a lot to do with humans, there are even many stigmas that say jobs related to hospitality are jobs that only clean rooms and become service. Although it will not always take care of that part, this is a very narrow thought and considers the industry of hospitality to be a very negative despite the mindset that gives the stigma appears.

The hospitality business is one of the most promising businesses for the long term. One of the advantages of hospitality is that it does not have to be located in tourist attractions. Hotels can be built in densely populated urban areas and business centers. In this modern era, Indonesia's industrial sector, including the hotel industry, is very influential. The hotel is basically built for public facilities and offers many other direct and business services such as meeting rooms, entertainment, and halls. In addition, the hotel offers special services to attract customers. With this promotion, the hotel will enjoy a lot of income from the many guests staying at the hotel.

The hotel has several departments, such as front office, housekeeping, and back office. Working in hotels is almost the same as

other industrial sectors. In a hotel, employees are required to work according to their passion and desire in providing good service. There are many advantages and disadvantages that must be faced when working in the hospitality sector. The advantages are getting a new experience in the hotel industry, a fairly clear career path, and having very qualified skills. The benefits of being a hotel employee include employees getting foreign language class facilities which are facilitated by the hotel directly.

English is an international language generally used for companies, education, and the business sector. English is very important especially for international guests, of course hotel guests will not be able to communicate other than in English. The problem is that not all employees can speak English. There are several efforts that can be done, one of which is providing English learning services.

Based on the explanation of the background above, the writer will explain this research on the housekeeping department which was obtained during internship for a month. By using all the skills, the writer conduct the research entitled "The Job Description of Housekeeping at IXO Hotel Bekasi " which can provide useful information.

## **B. Research Question and Scope**

### **1. The Question of the Research**

Based on the background described above, the research problem can be concluded as follow:

- a. What is the job done as housekeeping at IXO Hotel Bekasi?
- b. What are the obstacles faced by the writer in the housekeeping department at the IXO Hotel Bekasi?
- c. What effort were found to solve these problems at IXO Hotel Bekasi?

## **2. Scope of the Research**

In general, the writer only focuses on the housekeeping department job at IXO Hotel Bekasi to know the roles, sections, and description in the department during the internship period.

## **C. Objective and significance research**

### **1. Objective**

In preparing this research paper and its relation to the existing problems, the objective of research are as follows:

- a. To know the job of the Housekeeping at the IXO Hotel Bekasi .
- b. To find out the obstacles will be faced by the writer as Housekeeping.
- c. To find out the effort were solved on these problem Housekeeping at IXO Hotel Bekasi.

## **2. Significance**

### **a. For the writer**

The writer wrote this paper to fulfill the final project of the diploma program at the School of Foreign Language JIA. The writer gains a lot of experience working in the housekeeping department.

### **b. For the readers**

The writer expects that this paper can provide useful insights and knowledge for readers to know the role and understand the concept of work in the housekeeping department.

## **D. The Operational Definition**

### **1. Housekeeping Department**

The housekeeping department is one of several departments that are responsible for ensuring that hotel rooms and the hotel environment are maintained, preparing rooms for resale to guests through the front office. Generally, the people who carry out this activity are all called housekeepers. The scope of housekeeping work includes public areas, rooms, laundry, linens.

### **2. Hotel**

A hotel is a type of commercially managed accommodation that uses all buildings provided for the provision of lodging services that had service facilities such as food and beverage and other services and provided to guests who will stay and charged for lodging.

## **E. Research Methodology**

### **1. Observation**

The writer did directly work as an intern at the IXO hotel Bekasi, especially the housekeeping departments. Working hours start at 8 A.M to 4 P.M, from Monday to Friday with a working time of 8 hours a day.

### **2. Literature Study**

In order to get the accuracy of the data in this study, the writer look for references to books or related journals and other book websites as references for accurate theories.

### **3. Communication**

The writer does a lot of communication with the front office because housekeeping has the closest relationship in work operations associated with problems and obstacles that often occur in the housekeeping department.

## **F. The Systematic of the Paper**

The writer makes this systematic paper aims to make it easier to write this paper. This paper divided 5 chapter as following:

### **CHAPTER I INTRODUCTION**

This chapter including the background of research, the research question and scope, objective and significance research, the operational definition, research methodology, and systematization of the paper.

## **CHAPTER II THEORITICAL DESCRIPTION**

This chapter consists of definiton of housekeeping, job description of housekeeping, and relevance of the research.

## **CHAPTER III COMPANY PROFILE**

This chapter includes history of the company, profile of the company, organizational structure, and procedure and workframe.

## **CHAPTER IV REPORT AND OBSERVATION FINDINGS**

This chapter explains about job description, observation obstacles, and problem solution of the research.

## **CHAPTER V CONCLUSION AND SUGGESTION**

This is the last chapter which consists of conclusion and suggestion of this paper.

