



NUR DINA CAMELIA, S.PAR

PROFILE

Professional and service oriented receptionist in Hospitality . Expert handling check-in and check-out guest, and quick resolution of guest complain. Handling guest from local and international guest with an english language. Friendly and caring manner for answering all guest request. I comitted to providing excellent service to increase the level of guest satisfaction.

WORK EXPERIENCE

- **Java Villas Boutique Hotel & Resto, Yogyakarta** MAY 2025
Joglo Mandapa Boutique Hotel & Resto, Yogyakarta - PRESENT
Front Desk Agent Staff
 - Handling check in guest and check out departure guests with Hotel SOP
 - Handle all office chasiers transactions and especially guest bill
 - Receive payment from guest by cash, card
 - Responsible balance cash flow in the end of shift
 - Answering all guest requests and question by telephone or in person
 - Handling complain with listen, apologies and give a solution
 - Update room sold, late check out, early check in with the HK department
 - Responsible and answering messages for the booking from PA , OTA
 - Manage and set up price in 5 Online Travel Agent
- **Tourism Event** 2023
Personal Assistant
 - Work as a personal assistant for tourism event in three months
 - Create and manage document for presentation and event report
 - Make narration for media and social media needs
 - Responsible as a relation officer for lecturer, government and community
 - Organized, make a plan for meeting and make a report after meeting
 - Responsible as master of ceremony, social media handled, event promotion
- **Mooi.idd & Naa's Cooked** 2021- 2025
Owner Small Business
 - Create and manage as self for ordered in
 - Manage for administration and handling financial business
 - Answering customer and handling complain from customer
 - Especially Naa's cooked, and have a presentation for this small business in front of Tourism Ministry for BEDAKAN event 2024

INTERNSHIP EXPERIENCE

- **PT. TWC (BUMN)** July-August 2022
Customer service, Ticket Marketing
 - Give information about destination for local and international tourist and handling tourist complain
 - Announcement lost of tourist things and make a report lost and found
 - As a sales for ticket package
- **GRAND INNA MALIOBORO HOTEL** August 2017-January 2018
 - Intern in housekeeping department
 - Make up 12 until 14 rooms in one day shift
 - Make a report after make up one room and checking for guest supplies
 - Responsible about guest supplies inventory
 - Worked in laundry section and public area

CERTIFICATE

- BEST TRAINEE On October 2017 In GRAND INNA MALIOBORO HOTEL
- Committee in Tourism Event

CONTACT

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EDUCATION

- 2019-2023
AMBARUKKMO PALACE TOURISM ACADEMY
 - Bachelor of Tourism
 - GPA: 3.92/ 4.0
- 2016-2019
SMKN 1 BANYUWANGI
 - Hotel Accomodation
 - Trained in Four Stars Hotel

SKILLS

- Effective Communication
- Teamwork
- Time Management
- Leadership
- Creative Thinking
- Public Speaking

LANGUAGES

- English
- Indonesian