

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

Personal Assistant

2023

- 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

AMBARUKMO 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