



IBNU HAIKAL

FRESH GRADUATE

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PROFILE

Highly motivated and experienced fresh graduate with a strong background in hospitality. Adept at handling customer inquiries, resolving issues, and providing excellent service. Equipped with problem solving skills, attention to detail, and flexibility, ensuring high levels of customer satisfaction. Proven ability to build strong customer relationships. Skilled in computer literacy from a comprehensive Hospitality course. I always enthusiast to help others.

EXPERIENCE

NOVOTEL BOGOR GOLF RESORT & CONVENTION CENTER

HOUSEKEEPER (2023-2024)

- Providing Customer service to guests and being ready to fulfill their needs
- Ensuring Cleanliness of the guest room and make sure the guest is satisfied
- Maintaining the guest room facilities and make sure the facilities always good as new.

SKILLS

- Intermediate level in English proficiency
- Able to operate all Microsoft Office software
- Can quickly adapt to work and the use of technology
- Able to use AI to its full potential with specific prompts to ensure accurate results
- Able to promptly handle guest complaints
- Always pay attention to detail
- Serve and assist guests in accordance with the SOP of a 5 star hotel
- Easily adapts to the continuously evolving digital world

EDUCATION

SMK NEGERI 1 BOJONG GEDE (2021-2024)

Highschool Degree | Hospitality Major

ACHIEVEMENT

- Completed Indonesian National Qualification On skills Competence Hospitality by BNSP
- Completed an internship at five stars Hotels Novotel Bogor Golf Resort and convention center
- Got a score of 810 in the English test Listening And Reading by TOEIC
- Completed Table Manner at Savoy Homann Hotels
- First Place in the 02sn District Level Pencak Silat Championship
- Participated in a English Club
- Participated in Bicara Pede seminar
- Participated in Digital Literacy seminar

ADDITIONAL SKILLS

- Beginner in Deutch (Germany)
- Fast learner