
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

HOUSEKEEPING INTERN (JANUARY 2023-JULY 2023)

- Providing 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.
- Practice how to properly make up room and how to use cleaning machine such as vacuum & Polishing Machine

NOVOTEL BOGOR GOLF RESORT & CONVENTION CENTER

HOUSEKEEPING DAILY WORKER (JJULY 2023-JANUARY 2024)

- Providing Service to guests and being ready to fulfill their needs such as additional amenities
 - Ensuring Cleanliness of the guest room and make sure the guest is satisfied
 - Maintaining the guest room facilities and make sure the facilities is not broken and always good as new.
 - Fully responsible handling 13-16 guest rooms alone and ensure the rooms Cleanliness.
 - Refilling gallon of water in the hotel hallway
 - Performing daily general cleaning
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SKILLS

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| • Intermediate level in English proficiency | • Able to promptly handle guest complaints |
| • Able to operate all Microsoft Office software | • Always pay attention to detail |
| • Can quickly adapt to work and the use of technology | • Being able to use most of cleaning equipment including cleaning machine |
| • Serve and assist guests in accordance with the SOP of a 5 star hotel | • Able to work under pressure |
| • Good Analytical Skills and Problem Solving | • Fast Learner |
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EDUCATION

SMK NEGERI 1 BOJONG GEDE (2021-2024)

Highschool Degree | Hospitality Major

CERTIFICATION & 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 Digital Literacy seminar
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