

# HARTONO SUSANTO

## PERSONAL INFORMATION

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Nationality : Indonesia  
Email : hartonoosu@gmail.com  
Phone Number : 0403250914  
Residency Status : Work and Holiday Visa (subclass 462), expires on 11<sup>th</sup> April 2022

## EDUCATION

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Diploma III (D3) Hospitality of Food Management | Bandung Institute of Tourism, August 2017  
SMA W.R. Supratman 1 Medan, May 2012  
SMP Methodist-3 Medan, June 2008  
SD Methodist-3 Medan, June 2005

## EXPERIENCES

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### Asian Groceries Store at Sambas Market

Assistant Shopkeeper

Medan, Indonesia

January 2009- August 2014

- Set up store
- Selling products to customers
- Cashier
- Assisted to purchase supplies

### Jing Paradise Chinese Fine Dining Restaurant

Daily work as Restaurant Greeter

Bandung, Indonesia

September 2014

- Welcomed and greeted the customers
- Handled customers' inquiries

### Kampachi Restaurants Sdn. Bhd.

Restaurant Trainee

Kuala Lumpur, Malaysia

April 2016 – August 2016

- Set up kitchen area
- Assisted with prep work before the restaurant opened
- Helped to prepare kitchen for nightly service
- Cleaned and organised the kitchen
- Gained valuable knowledge of how kitchens are run

### Peony Education Centre

Assistant Mandarin Teacher & Tuition Teacher

Medan, Indonesia

January 2018 – March 2019

- Taught primary students school subjects
- Created lesson plans and mathematical games
- Assisted to teach preschool to junior high school mandarin students

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## EXPERIENCES

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**Homemade Pineapple Tart Business**  
Owner

Medan, Indonesia  
November 2017 – March 2019

- Established and managed all aspects of business including purchasing, preparing, baking, advertising, and selling

## EXPERIENCES IN AUSTRALIA

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**Oriental Gourmet Licensed Chinese Restaurant**  
Kitchen Hand

Alice Springs, NT  
May 2019 - July 2019

- Set up kitchen area
- Cooked some dishes
- Preparation including cutting vegetables and meats, frying and sauteing
- Lifted and carried heavy supplies (up to 25 kg)
- Kept kitchen area clean at all times

**Alice on Todd Apartments**  
Housekeeper

Alice Springs, NT  
July 2019 - August 2020

- Cleaning guest rooms including making beds, cleaning kitchens, and bathrooms
- Restocking apartment amenities
- Laundering including striping, washing, and folding sheets and ironing
- Reporting any damage, maintenance problems, safety issues and potential hazards to management

**Aurora Hotel**  
Housekeeper

Alice Springs, NT  
March 2020 - August 2020

- Cleaning guest rooms, including making beds, cleaning bathroom area, and bedroom areas
- Restocking guest rooms amenities
- Reporting any damage, maintenance problems, safety issues and potential hazards to management

**Woolworths Supermarkets**  
Online Department Team Member

Alice Springs, NT  
April 2020 - April 2021

- Handling customer inquiries
- Picking up phone
- Assisting supervisors and managers
- Pick and pack for online order
- Doing Out of Stock

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## EXPERIENCES IN AUSTRALIA

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### **Alice on Todd Apartments**

Head Housekeeper

Alice Springs, NT  
August 2020 - May 2021

- Doing guest room inspection done by housekeepers
- Supervising housekeepers
- Making daily report, cleaners timesheets and service schedule
- Handling cleaning chemicals and lost property
- Making order for apartment supplies
- Cooperate with reception, housekeepers and maintenance staff
- Room allocation
- Managing laundry department

### **The Sebel Hotel**

Housekeeper/Houseman

Brisbane , QLD  
May 2021 - November 2021

- Cleaning guest rooms, including making beds, cleaning kitchen, bathroom and bedroom areas
- Linen, amenities and minibar delivery
- Cooperate with receptionist about guest request
- Assisting with setting up conference/meeting room
- Checking and emptying soiled linen room and disposal room
- Making reports of any maintenance issue
- Ensure public area in the hotel and restaurant area are sanitised and clean

### **Holiday Inn Express Hotel**

Housekeeper

Brisbane , QLD  
August 2021 - November 2021

- Cleaning guest rooms and public areas
- Giving training to new staffs
- Checking rooms

### **Mantra On View Hotel**

Houseman

Gold Coast, QLD  
December 2021 - current

- Handling guests' inquiries
- Tasks upon request from front desk staffs and supervisors
- Cleaning common areas
- Assisting with room attendants job
- Checking rooms status and cash bond check
- Training new staffs

# **HARTONO SUSANTO**

## **PERSONAL SKILLS AND COMPETENCES**

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- Hard worker, honest, and be able to work with others
- Excellent attention to detail
- Time management
- Problem solving
- WH&S
- Understanding of cleaning chemicals
- Understanding of kitchen safety and sanitation standards
- Ability to handle food preparation
- Familiarity in operation of various kitchen equipments
- Ability to perform several cooking methods
- Understand how to store food commodities according to standards
- Service oriented
- Computer skills including Ms. Word, Ms. Excel, Ms. Power Point

## **LANGUAGE ABILITY**

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- Indonesian
- English
- Mandarin Chinese

## **CERTIFICATION**

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- Certificate of Competence in Food Production  
Issued by : First Partly Professional Certification Board of Bandung Institute of Tourism 2017
- SITHFAB002 - Provide Responsible Service of Alcohol  
Valid for work in : QLD, NT, WA, ACT, NSW