

Contact

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(LinkedIn)

Top Skills

Front Office
Resorts
Sales

Languages

English (Professional Working)
Bahasa Indonesia (Native or Bilingual)

Certifications

EF SET English Certificate 64/100
(C1 Advanced)

Kristianto Kristianto

Booking Manager at Bnbprofits: Bali Villa Rentals, Property Management & Real Estate Investment Consulting
Badung, Bali, Indonesia

Summary

I have celebrated hospitality euphoria for about a decade on hotels, resorts, and startup atmosphere. Sharing is one of my favorite words since I believe that it is the best and the fastest way to gain new knowledge and inspiration.

Experience

Bnbprofits: Bali Villa Rentals, Property Management & Real Estate Investment Consulting
Booking Manager
August 2020 - Present (2 years 7 months)
Bali, Indonesia

Self-Employed

3 years 3 months

Freelance Translator

April 2020 - Present (2 years 11 months)
Badung, Bali, Indonesia

- Translation for general documents. English to Bahasa Indonesia, and Bahasa Indonesia to English.
- Localization for Bahasa Indonesia as I am a native Indonesian speaker.
- Transcription & Video Subtitle Creator.
- Specialization: Traveling, Tourism & Hospitality, Lifestyle, Hobby, Stories.

Freelance Writer & Translator

December 2019 - Present (3 years 3 months)

- Translation for general documents. English to Bahasa Indonesia, and Bahasa Indonesia to English.
- Localization for Bahasa Indonesia as I am a native Indonesian speaker.
- Transcription & Video Subtitle Creator.
- Specialization: Traveling, Tourism & Hospitality, Lifestyle, Hobby, Stories.
- Content creator.
- Ghostwriter.

Waw Asia

Transcriptionist

July 2020 - July 2020 (1 month)

BukitVista

Reservation & Revenue Manager

July 2015 - August 2019 (4 years 2 months)

Jimbaran

- Built, maintained, and managed close communication with guests and the online support team.
- Maintained and developed reservation techniques to maximize the realization of revenue and occupancy potentials.
- Worked closely with related team members to execute data-driven actions.

Puri Dajuma Beach Eco-Resort & Spa, West Bali

Revenue Manager

January 2014 - June 2015 (1 year 6 months)

- Worked closely with Sales Manager to boost occupancy and maximize overall revenue.
- Optimized online portals' performance to meet the revenue expectation of the resort's owner.

The Centro Hotel & Residence

Assistant Front Office Manager

January 2013 - December 2013 (1 year)

Batam

- Assisted Front Office Manager in handling and control the daily operation of the Front Office Department.
- Managed reservation flows from the sales dept., other hotel departments and travel agents.
- Managed room allocations in all 3rd party websites on a daily basis.
- Determined dynamic room rates on all 3rd party websites based on the hotel occupancy level.
- Developed and maximized the hotel's revenue by bounding short term contracts with E-Deal companies.
- Provided certain ideas to increase room revenue and hotel occupancy level.
- Supervised the operational activities of the hotel front desk within hotel guidelines to provide the highest standard of courteous service while permitting acceptable profit levels.

- Assigned, coordinated, and supervised work activities of Front Desk Agents.
- Made sure tasks were completed to include, shift closings, room deposits, refunds, and rebates.
- Trained and developed Front Desk Agent teams and prepared staffing schedules.
- Prepared and conducted Front Desk meetings and resolved issues.
- Performed house counts and daily arrival reviews, identify potential problems with rooms' activity and took proper action.
- Provided information and direction to staff to achieve 100% occupancy.
- Prepared a shift briefing to communicate activities, short take training, and any problems and/or special information to the next shift.
- Took proper actions to solve any guests' issues.

Panorama Regency Hotel

Reservation Agent

April 2012 - December 2012 (9 months)

- Processed reservations by e-mail, fax or telephone. Both internal and external sources.
- Managed and uploaded room allocations and daily rates to all 3rd party websites (there were 5 websites + 1 whole seller: Direct With Hotels; Agoda; Bookings.com; AsiaRooms.com; Asia Travel and KAHA as the whole seller)
- Managed the room allocation for each reservation.
- Prioritized up selling ideas to be offered to the guest before confirming their reservation.
- Determined daily dynamic room rates based on the hotel's price policy.
- Worked closely with the front desk team to communicate, and fulfill the needs and requests of each future guest.
- Worked closely with the sales team to boost occupancy and maximize revenue.
- Maintained a clean and neat appearance (grooming) at all times.
- Took proper action in handling and filing different types of reservations; FIT, GIT, offline travel agents, online sources, and inter-departmental bookings.
- Reviewed the next day's arrival list.

Turi Beach Resort - Batam

3 years 7 months

Reservation & Admin

December 2010 - April 2012 (1 year 5 months)

Batam

- Processed reservations by mail, fax, telephone or central reservation system. Both from external and internal sources.
- Assisted E-commerce Executive to control room allocations and room rates in all 3rd party websites on a daily basis.
- Issued Daily Central Room Forecast report of 3 properties (Turi Beach Resort, Nongsa Point Marina & Nongsa Village) to all related HOD, Directors and both Batam and Singapore Sales Office.
- Issued Weekly Updated Room Forecast report to all HOD.
- Uploaded and controlled daily room rates in the system,
- Managed the room allocation for each upcoming guests.
- Performed up selling practices to the guest before confirming their reservation.
- Issued letter of confirmation.
- Worked closely with the front desk team to communicate, and fulfill the needs and requests of each future guest.
- Worked closely with the sales team to boost occupancy and maximize revenue.
- Maintained a clean and neat appearance (grooming) at all times.
- Took proper action in handling and filing different types of reservations; FIT, GIT, offline travel agents, online sources, and inter-departmental bookings.
- Reviewed the next day's arrival list.
- Issued the VIP amenities request list for the next 7 days arrival list.

Sales Admin

February 2010 - December 2010 (11 months)

Batam

- Maintained all sales files in order.
- Issued daily sales call report and weekly sales call plan reports.
- Made daily sales trips to visit all local travel agents as scheduled on the plan report.
- Maintained a good relationship with all travel agents.
- Assisted Sales Executive in preparing and attending group events.
- Issued Confirm Event Request of all upcoming events that were reserved by the Batam sales office.
- Issued weekly banquet event forecast to all HOD.

Reception

October 2008 - February 2010 (1 year 5 months)

Batam

- Processed guests registration, room allocation, check-in, as well as accommodate their special requests whenever possible.

- Assisted in pre-registration and blocking of rooms for reservations.
- Performed and adhere to the SOP of cash and cashless payment handling procedure.
- Worked closely with related team (housekeeping and reservation) to execute proper action based on the room status.
- Performed effective selling techniques to sell rooms as well as to promote other services of the hotel.
- Filed room keys in line with the room number.
- Performed proper telephone etiquette.
- Worked closely with the respective team from other departments to fulfill, and handle guests' requests and/or complaints.
- Reported any unusual occurrences or requests to the manager(s).
- Knowledgeable of work environment safety procedures.
- Maintained the cleanliness and tidiness of the front desk area.

Education

Trend-z Hospitality & Tourism School

D1 Perhotelan, Hospitality/Keramahtamahan · (2008 - 2009)