

Dukun, Gresik
Cell-phone Number:
0858 1775 3790

To:
Human Resources Department

Dear Sir or Madam,

Having heard that there is an excited vacancy, I am interested to join at your established organization and a copy of my curriculum vitae enclosed. My first hospitality experience was joined to Tune Hotel Surabaya as Front Desk Agent and second one I already have almost one year experience working in four star hotel at Java Paragon Hotel and Residences and the last one in Premier Inn Hotel Surabaya Juanda. With impeccable standards of hotel experience, have an excellent eye for detail and the ability to bring out the best in your team.

Though it would be another challenge of my career path, I wish that I will do the best and the kind of work in which your consulate is engaged particularly interests me and I would welcome the opportunity to join your excellent company. I shall be pleased to provide any further information you may need and hope I may be given the opportunity of an interview.
Thank you for your consideration and attention.

Respectfully yours,

RinaTustiawati

CURRICULUM VITAE

Personal Details

Full Name : Rina Tustiawati
Place/ Date Of Birth : Kuningan, August 17, 1989
Gender : Female
Address : Ds. Karang Cangkring, kec. Dukun, Kab. Gresik
Mobile Phone : 0858 1775 3790
E-Mail : rinatustiawati@ymail.com
Religion : Moslem
Marital Status : Married

Education & Courses Background

School	Place	Year
English Literature	: Universitas Negeri Surabaya	2007-2011
Senior High School	: SMAN 1 Lamongan	2004-2007
Junior High School	: Mts. Putra-Putri Lamongan	2001-2004
Elementary School.	: SDN Karang Cangkring - Gresik	1995-2001

Computer- Software Skills

- Internet Explorer, Mozilla Firefox, Google Chrome
- Microsoft Office- Word, Excel, Access, Power Point (Business Software)
- Hotel System (Roomkey PMS, Power Pro System, and Opera Hotel System)

Language Skills

- Bahasa Indonesia (Native)
- Bahasa Inggris (writing, speaking, reading)

Working Experience:

- Freelance Translator, Transcriber, and Freelance writer on platform online (writing for novel, short story, poetry) current position.
- Pre Opening Team Premier Inn Hotel Surabaya Juanda (December 2015 – April 2020) Front Office Department as Reception.
- Java Paragon Hotel and Residences - Surabaya (December 2014 – December 2015) Front Office Department as Reception.
- Pre Opening Team Tune Hotel Surabaya (January 2014 – December 2014) Front Office Department as Guest Service Executive.

Duty and Responsibilities as Front Office Department:

- Responsible for Checking in/out guest

- Explain about hotel room rate, hotel products and hotel facilities
 - Prepare Registration card, explain to the guest how to fill the form
 - Responsible for payment by cash, credit card, debit card, voucher, or direct billing
 - Responsible for Group Arrival preparation
 - Checking all the group details, prepare Proforma Invoice for the group
 - Prepare report Arrival, Inhouse, and Departure of VIP, Longstay, and Repeater guest
 - Prepare fruit basket weekly for longstay apartment's guest
 - Checking longstay's water and electricity every month, especially for apartment's guest
 - Follow up payment if the guest use credit card for verification only
 - Make sure check out guest have no outstanding amount before leaving our hotel
 - Update remark in the system for all important message
 - Answer in/out going call
 - Handling for reservation
 - Check all payment for reservation
 - Processing check out guest
 - Make closing cashier, print all payment report
- Receptionist and Cashier in Jimmy Waworuntu Professional Hairstyling Salon. (November 2012 – January 2014)
 - Answering phone call
 - Explain to the customer about the product and also services
 - Record an appointment that is made by customer
 - Selling up the products
 - Divide job between capster and hair stylist fairly
 - Make a weekly reports tock
 - Collect payment from the customer by cash, debit and credit card
 - Follow up to the customer about promo services
 - Reminding the customer for using free treatment after taking special services item, such as digital perm, smoothing, rebonding, coloring.
 - English Teacher in LBB and English Privat Teacher for Primary Student and Junior High School Student. (October 2011 – November 2012)
 - Prepare material for teaching
 - Prepare some exercises for the student
 - Help the student to do their homework from school
 - Giving homework to the student in the end of teaching session.

There by the letter of curriculum vitae this I make and can answerable.