

Bandung
August, 2017

To:
HR Department
IBRM BANDUNG

Dear Sir/Madam,

My name is Raden Reza Bahroem and I am 27 years old. I graduated from the Universitas Langlangbuana Bandung, majoring in *Communication Studies* (Strata I). I would like to apply for the position **Field Operation Area**.

I am looking forward for an opportunity to improve and develop my skills, expand my career, and gain more knowledge within your company. My current experience, in this industry particularly, gives me confidence that I am able to work with under pressure at your company.

I appreciate your kind consideration. Enclosed are my CV, and my recent photograph. It could be appreciated if you can give me an opportunity to come in for an interview at a time convenient for you.

I am looking forward to hearing from you.

Yours truly,

Raden Reza Bahroem

CURRICULUM VITAE



Personal Details

- Full Name : Raden Reza Bahroem S. Ikom
- Place & Date of Birth : Bandung, 13 September 1989
- Address : Komp. Margahayu Raya Jl. Taman Saturnus II
No. 9 Bandung
- Phone : 081214437711 / 087822866618
- E-mail Address : yeahisreza@gmail.com
- Gender : Male
- Marital Status : Married
- Nationality : Indonesian
- Height & Weight : 170 cm & 75 kg
- Religion : Moslem
- Hotel System Knowledge : Power Pro Hotel System New Version.
- Computer Skill : Microsoft Word, Microsoft Excell, Microsoft
Power Point

Educational Background

- Universitas Langlangbuana Bandung 2012 - 2015
- LPT Panghegar Bandung, Indonesia (Diploma II) 2007 - 2009
- SMAN 21, Bandung, Indonesia 2005 - 2007
- SMPN 31, Bandung, Indonesia 2002 - 2004
- SDN Blok I Margahayu Raya, Indonesia 1996 - 2001

Training Experiences

- Grand Royal Panghegar Hotel Bandung (5 stars Hotel) with 469 rooms as a Reception, April 2009 - June 2009
- Grand Royal Panghegar Hotel Bandung (5 stars Hotel) with 469 rooms as a Reservation, July 2009 - December 2009

Working Experiences

- Grand Royal Panghegar Hotel Bandung (5 stars Hotel) with 469 rooms as a Door Man, June 2010 - October 2010
- Grand Royal Panghegar Hotel Bandung (5 stars Hotel) with 469 rooms as a Bell Attendant, October 2010 - November 2012
- Grand Royal Panghegar Hotel Bandung (5 stars Hotel) with 469 rooms as a Butler Skylounge, November 2012 - July 2013
- Grand Royal Panghegar Hotel Bandung (5 stars Hotel) with 469 rooms as a Guest Service Officer, July 2013 - November 2015
- Grand Royal Panghegar Hotel Bandung (5 stars Hotel) with 469 rooms as a Sales Executive, November 2015 - December 2016
- eL ROYALE Hotel Bandung (5 stars Hotel) with 469 rooms as a Sales Executive, January 2017 - August 2017.

Job & Duties

Grand Royal Panghegar as Bell Attendant

- Greeting customers, carrying the luggage, and escorting them to their rooms
- Answering questions and providing directions to guests on visiting tourist attractions in the city
- Explaining room functions and the ventilation, telephone, and lock systems
- Coordinating with the front office teams and attending to guest's request immediately
- Opening entrance gates and vehicle doors for guests when entering the resort and getting in and out of the vehicle
- Handling guest luggage and tagging them for storage as required

Grand Royal Panghegar as Butler

- Greet all incoming guests with special attention to VIP guests
- Supervise room service and food and beverage operations for guests
- Assist customers with demands and problems
- Maintain stock of food, beverage and linen items
- Buss tables and maintaining and breaking down food display
- Coordinate housekeeping services

Grand Royal Panghegar as Guest Service Officer

- Represents the hotel to the guest throughout all stages of the guest's stay. Determinates a guest's reservation status and identifies how long the guest will stay. Helps guests complete registration cards and then assigns rooms, accommodating special requests whenever possible.
- Verifies the guest's method of payment and follows established credit-checking procedures. Places guest and room information in the appropriate front desk racks and communicates this information to the appropriate hotel personnel.

- Works closely with the housekeeping department in the keeping room status reports up to date and coordinates requests for maintenance and repair work. Maintains guest room key storage, and maintains and supervises access to safe deposit boxes.
- Must be sales-minded. Presents options and alternatives to guests and offers assistance in making choices. Knows the location and types of available rooms as well as the activities and services of the property. Performs cashiering tasks like bill / invoice settlement, posting charges to the guest, paid out's , Foreign currency exchange etc.

Grand Royal Panghegar as Sales Executive

- Daily Sales Call Bandung - Jakarta
- Manage business account
- Find out lead
- Telemarketing
- Sales Blitz for grab new segment
- Reporting to Director of Sales

eL ROYALE as Sales Executive

- Daily Sales Call Bandung - Jakarta
- Manage business account
- Find out lead
- Telemarketing
- Sales Blitz for grab new segment
- Reporting to Director of Sales

Other information and Achievement

I am a dynamic person and a strong motivation to improve my knowledge. As a part of the Service Management, the hospitality industry has a strong connection with sales and marketing. Of course, speaking & writing in English is a must in our tourism institution.

Interest

- Strong analytical skills supported with good teamwork with different personalities and disciplines
- Highly appreciate getting some experience on the world's international hospitality industry
- Eager to develop and expand my knowledge focusing on my personality characteristics
- Interested in working within the world's international hospitality industry to develop my tourism knowledge on the business industry for the travels abroad, especially for the well-known companies in the world
- Energetic and hard working person to be applied in the hospitality industry
- Friendly & humorous are my trademarks for the clients related to the job
- Good looking performance with my ideal posture as one of your requirements

References

- ☎ Mr David Primayadi, Revenue Manager Holiday Inn Hotel, Pasteur, Bandung, Indonesia, Ph (+6285220931904)
- ☎ Mr Kholid Wigogo, Front Office Manager Fave Paskal Hotel Bandung, Indonesia, Ph (+6289612583396)
- ☎ Mr. Zacky Bahar, Asst. Dir. Of Sales Harris Festival Citylink Bandung, Indonesia, Ph (+6287722233664)
- ☎ Mr. Leo Hastadhy, Revenue Manager V Hotel, Bandung, Indonesia, Ph (+6281221955210)
- ☎ Mr. Imam Setiadi, Revenue Manager Royal Ambarukmo Hotel, Yogyakarta, Indonesia, Ph (+6281802276427)
- ☎ Mr. Tata Dibrata, General Manager Hotel Malaka, Bandung, Indonesia, Ph (+6281221944645)