

# DIDIK YULIYANTO

CV



## PROFILE

I am an enterprising young professional intending to continue my career as Hotelier. I think in terms of results and objectives, I am enthusiastic, and I work with decisiveness and conviction. I have a proactive attitude and find ways to stimulate and engage with peoples.



Dalung, Kuta Utara  
Bali



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0858 4810 6573

## EXPERIENCES

- ❖ *November 2016 to Present (Pre – Opening Team) As Guest Relations Officer and Night Auditor at THE SLOW HOTEL Canggu Bali (6 years 3 months)*
  - **GRO Main Job Desk**
    - Welcoming guests in a friendly and professional way
    - Addressing and escalating customer complaints
    - Providing information about facilities, programs and other services
    - Review arrival lists to welcome guests
    - Review departure guest list (Billing, etc)
    - Attend to special guests (e.g. VIPs) and answer their inquiries
    - Provide information about amenities, area and venues and promote services
    - Anticipate guest needs and build rapport with customers
    - Offer assistance with certain tasks (e.g. confirming travel arrangements, taking messages)
    - Record information in the logbook daily
    - Ensure compliance with health and quality standards
  - **Additional Job Desk**
    - Manage and maintain Reservation (Collect email guest queries, Room Plans, Room upgrade,)
    - Manage Online Travel Agents (SiteMinder/Channel Manager, Website, Booking.com, Agoda.com)
    - Handling E-commerce (basic setup/change contract rate)
- ❖ *March 2016 to October 2016 As Receptionist at FAVE HOTEL Tohpati Denpasar (8 Months)*
- ❖ *January 2014 to April 2015 As Receptionist at JEEVAKLUI Resort North Lombok, Indonesia (1 year 4 months)*
- ❖ *July 2012 to December 2013 As Counter/ Customer Service at MELIA LAUNDRY & Dry Cleaning Kuta Bali (1 year 6 months)*

## EDUCATIONS

2015

(CTDC INTERNATIONAL Lombok)

2009 - 2012

SMA MUHAMMADIYAH PURWODADI

## SKILLS

VHP SYSTEM



EMAILING



MS EXCEL



MS POWER POINT



MS WORD

