

NATASYA MUNTE



Personal

- Address**
Deira City Center, Garhoud Road, Dubai,
United Arab Emirates
416651 Deira
- Phone number**
+971562901402
- Email**
natasyasivas@gmail.com

Interests

- Singing
- Traveling
- Learn a New things
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Languages

- Bahasa ● ● ● ● ●
- English ● ● ● ● ●
- Hindi ● ● ● ● ●

Work experience

Front Desk Agent

Verseluxe Hotel Wahid Hasyim, Jakarta

Jul 2019 - Aug 2020

- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Inform customers about payment methods and verify their credit card data
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms
- Provide information about our hotel, available rooms, rates and amenities
- Respond to clients' complaints in a timely and professional manner
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs
- Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests
- Upsell additional facilities and services, when appropriate
- Maintain updated records of bookings and payments

Internship & Daily Worker HR Department

Archipelago International Jakarta Office, Jakarta

Dec 2018 - Jun 2019

- Assisting Training Manager with Online Training
- Checking and Fixed Monthly Report
- Editing the File to show in the Presentation
- Checking and Updating the Online Database

Sep 2021 - Jul 2021

Education and Qualifications

Diploma 1 Hotel Management

IDeA Indonesia, Metro

Sep 2018 - Jun 2019

This is a short course with 3 months of education and 6 months of training. Here I learned about Hotel management and Tourism and I also chose the Front Office major.

Vocational high School

SMK1 Swadhipa, Natar

Sep 2015 - Jul 2017

this is a vocational school and i majored in accounting for 3 years.

Junior high school

SMPN 1 Natar, Natar

Jan 2012 - Feb 2014

Sep 2021 - Jul 2021

References

Veronica

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Verseluxe Hotel Wahid
Hasyim

Sukma Wandansari

+628562870051

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Archipelago
International Jakarta

Skills

- Ms.Office ● ● ● ● ●
- Public Speaking ● ● ● ● ●
- Customer service ● ● ● ● ●
- Power Pro hotel System ● ● ● ● ●
- Hotel logic System ● ● ● ● ●