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# RIWAYAT HIDUP

## Ersa Restiani

*Jl. Kapt. Abdul Hamid No.139 Setiabudi (Panorama)-Secapa,  
Bandung*

*E-mail : [shalious\\_cha@yahoo.com](mailto:shalious_cha@yahoo.com)*

*Phone : 082126926307*



### Personal Data

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Name : Ersa Restiani  
Sex, Age : Female, 23 years old  
Place, date of birth : Garut/September, 7<sup>th</sup> 1990  
Religion : Moslem  
Marital Status : Single  
Nationality : Indonesian

### Experience

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#### Resort and Leisure Management, UPI


- I have experience about table manner  
Event : Golden Flower Hotel Table Mannner (2009)
- I have experience about tour guiding  
Event : Tour Guiding Contest “Resortlution” MRL (2010)
- I have experience about MICE

Ersa Restiani, 2014  
Preservasi Tradisi Kampung Adat Pulo Di Desa Cangkuang Kabupaten Garut  
Universitas Pendidikan Indonesia | [repository.upi.edu](http://repository.upi.edu) | [perpustakaan.upi.edu](http://perpustakaan.upi.edu)

Event : Seminar “Kiat-kiat Mambangun Personal MICE Di Indonesia Guna Mendukung Pertumbuhan Wisatawan” (2010)

- I have experience about Tourism

Event : Seminar “Transparansi Pambangunan Kepariwisataaan Indonesia” & Seminar ”Optimalisasi Foresty Industry Sebagai Daya Tarik Wisata” (2010)

 **Since September 2011 – April 2012, I had training at Ancasa Hotel & Spa Kuala Lumpur, as Front Office Assistant**

My Responsibility :

- Responsible to make reservation
- Responsible in telephone operator
- Responsible in process check-in and check out
- Responsible to blocking the room for group
- Responsible to make daily report
- Have a good communication skill

 **Since November 2012 until now, I’m still working in Padma Hotel Bandung , as Guest Relations Officer**

My Responsibility :

- Responsible in maintaining relationship with existing guest inhouse or outsider
- Responsible in organizing reservation for breakfast, lunch and dinner or romantic dinner
- Responsible in escorting the guest
- Responsible in cashiering

- Organize promotional and marketing the product in accordance with guidelines
- Responsible in daily record
- Have a good communication skill

## Training

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- ▣ 2009 - Certificate Golden Flower Hotel Table Manner
- ▣ 2009 - Training "Transparansi Pembangunan Kepariwisata Indonesia"
- ▣ 2010 - Training "Kiat-kiat Membangun Personal MICE Di Indonesia Guna Mendukung Pertumbuhan Wisatawan"
- ▣ 2011 - Training at Ancasa Hotel & Spa Kuala Lumpur, Malaysia

## Skills

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- ▣ Excel, Word and Power Point

## Education

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- ▣ 2008 – 2012 Education University of Indonesia  
Management Resort & Leisure S<sub>1</sub> Program
- ▣ 2005 - 2008 SMAN 2 Tarogong Kidul Garut
- ▣ 2002 - 2005 SMPN 2 Garut
- ▣ 1996 - 2002 SDN Pataruman 7 Garut
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## Attitude

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Honest, trustworthy, hard working, discipline Basicly, I quickly to learn and independent

## Hobbies

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Music, Reading, Movies