



Suratim

Nationality: INDONESIAN

Gender: MALE

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OBJECTIVE

To obtain a challenging position in a dynamic organization where I can apply my strong analytical and problem-solving skills, as well as my ability to work collaboratively in a team-oriented environment, to contribute to the company's growth and success.

WORK EXPERIENCE

SECURITY GUARD

Dusit inn hotel & resort

March 16,1994 -April 1996

- Monitor and patrol assigned areas to ensure the safety and security of premises, property, and personnel.
- Conduct regular security checks to identify and address any potential security risks or breaches.
- Enforce access control procedures by verifying identification, issuing visitor passes, and maintaining visitor logs.
- Respond promptly to alarms, emergencies, and incidents, and take appropriate action to mitigate risks and maintain order.
- Conduct thorough investigations of security incidents, document findings, and provide detailed reports.
- Monitor surveillance systems, including CCTV cameras, to detect and deter unauthorized activities.
- Provide excellent customer service by assisting visitors, answering inquiries, and providing directions or information.
- Collaborate with law enforcement agencies, emergency services, and other security personnel to coordinate responses and ensure effective communication.
- Maintain accurate records of security-related activities, including incident reports, daily activity logs, and shift reports.
- Stay updated on security protocols, procedures, and industry trends to continuously enhance knowledge and skills.

STORE ROOM CLERK

Dusit inn hotel & resort

APRIL 1996 - MAY 1999

- Greet and assist customers in a friendly and professional manner, providing excellent customer service.
- Maintain a clean and organized store environment, including shelves, displays, and checkout areas.
- Stock shelves and replenish inventory as needed, ensuring products are properly labeled and priced.
- Process customer transactions accurately and efficiently using cash registers or point-of-sale systems.
- Answer customer inquiries and provide product information, including pricing, availability, and promotions.
- Assist in receiving and inspecting merchandise deliveries, verifying accuracy and quality of products.
- Collaborate with team members to ensure smooth store operations, including assisting with inventory management and restocking.

- Monitor and report any discrepancies or issues with inventory levels, pricing, or product quality to the store manager.
- Follow store policies and procedures, including security measures, cash handling, and safety guidelines.
- Maintain knowledge of current sales and promotions to effectively upsell and cross-sell products to customers.

NIGHT AUDITOR

Dusit Balikpapan

MAY 1999 - AUGUST 2005

- Perform end-of-day accounting tasks, including reconciling daily transactions, balancing cash drawers, and preparing financial reports.
- Verify the accuracy of guest accounts and resolve any discrepancies or billing issues.
- Audit and reconcile all daily revenue sources, such as room charges, food and beverage sales, and other miscellaneous charges.
- Prepare and distribute daily reports, including occupancy reports, revenue summaries, and guest folios.
- Process guest check-ins and check-outs during the night shift, ensuring accuracy and efficiency.
- Handle guest inquiries and resolve any complaints or issues in a professional and timely manner.
- Monitor and respond to security and safety concerns during the night shift, including conducting regular property patrols.
- Assist with night-time administrative tasks, such as filing, data entry, and record keeping.
- Collaborate with other departments, such as housekeeping and maintenance, to ensure smooth operations during the night shift.
- Stay updated on hotel policies, procedures, and promotions to provide accurate information to guests.

LAUNDRY CLERK

Dusit Balikpapan

August 2005 - September 2006

- Sort, wash, dry, and fold laundry items according to established procedures and guidelines.
- Inspect and identify any stains, damages, or special care instructions on garments, and take appropriate action.
- Operate and maintain laundry equipment, such as washing machines, dryers, and ironing machines, ensuring they are in good working condition.
- Maintain inventory of clean linens, towels, and other laundry items, and restock as needed.
- Assist with receiving and sorting soiled linens and garments, ensuring proper handling and disposal of any contaminated items.
- Collaborate with housekeeping staff to ensure timely delivery of clean linens and towels to guest rooms and other areas.
- Keep laundry area clean and organized, including regular cleaning of machines, floors, and work surfaces.
- Follow safety protocols and guidelines to prevent accidents and injuries, including proper handling of chemicals and use of protective equipment.
- Maintain accurate records of laundry activities, such as the number of items processed, inventory levels, and any maintenance or repair needs.
- Provide excellent customer service by promptly addressing any guest requests or concerns related to laundry services.

ROOM SERVICE ATTENDANT

Dusit Balikpapan

SEPTEMBER 2006 - OCTOBER

- Receive and process guest orders for food and beverages via phone or in-person.
- Ensure accuracy and timeliness in delivering orders to guest rooms, ensuring proper presentation and adherence to quality standards.
- Set up and arrange trays, tables, and dining areas in guest rooms, ensuring a clean and inviting presentation.
- Provide exceptional customer service by promptly and courteously addressing guest inquiries, requests, and special dietary needs.
- Collaborate with kitchen and restaurant staff to ensure timely preparation and delivery of orders.
- Maintain cleanliness and organization of the room service area, including restocking supplies, cleaning utensils, and sanitizing surfaces.

- Handle cash and credit card transactions accurately and securely, following established procedures.
- Follow food safety and hygiene regulations, including proper handling and storage of food items.
- Assist with inventory management, including monitoring stock levels, reporting shortages, and restocking supplies as needed.
- Maintain knowledge of menu items, daily specials, and promotions to provide accurate information and upsell to guests

LANGUAGE SKILLS

INDONESIAN

ENGLISH

EDUCATION

School Name : SD Negeri Munggu soyi
Country/Province : Gresik East Java
Year Finished :1983

School Name : SMPN Benjeng
Country/Province : Gresik east Java
Year Started : 1983
Year Finished : 1986

MANAGEMENT AND LEADERSHIP SKILLS

Core Skills

- Communication
- Teamwork
- Time management
- Adaptability
- Problem-solving
- Attention to detail
- Customer service
- Leadership
- Technical skills
- Adaptability

DECLARATION: *I hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge*