



# I Made Rai Pudji Widiatmoko, S. Tr. Par.

## CONTACT

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## DATA PERSONAL

- Pati, 19 February 1976.
- Married
- 171 cm, 62 kg
- WNI/Indonesian
- Christian Protestan
- A (Car) & C (Motorbike)

## EDUCATION

### STIEPARI Semarang, Central Java

Major at Hospitality (1994–1997)

### STIPAR TRIATMA JAYA, Dalung, Bali

Major at Manajement Business  
Hospitality (2016–2018)

## JOB TRAINING EXPERIENCE

- Housekeeping Department and Food & Beverage Department  
**Natour Bath Tretes Hotel, East Java (1996)**
- Housekeeping Department
  - a. Sahid Garden Hotel, Yogyakarta (1996)**
  - b. Bali Padma Hotel, Legian, Kuta (1997)**
  - c. Ciputra Hotel, Semarang (1997)**
- Resort Supervisor in The Floating Restaurant and Room Devision  
**Semporna Holiday Resort, Semporna –Tawau, Sabah – Malaysia (April – June 2004 )**

## WORKING EXPERIENCE

- Receptionist  
**Lingga Murthy Hotel, Legian (January – August 1999)**  
Job description:
  - 1.Handle guest check-in and check-out.
  - 2.Handle guest payment for room by personal or group.
  - 3.Handle and follow up guest reservation by phone or e-mail.
- Waiter  
**Dhyanapura Beach Resort, Seminyak (January 1st, 2000 – April 30th, 2002)**  
Job description:
  - 1.Prepare and setup for guest daily breakfast with ala cart or buffet.
  - 2.Prepare and setup for lunch or dinner at the restaurant or another group event activities.
  - 3.Prepare and setup room service utilities and handle guest reservation for room service.
  - 4.Clear up all of food & beverage utilities and equipment from the room or hotels area after room serviced.

## WORKING EXPERIENCE

- Food & Beverage Cashier

**Dhyanapura Beach Resort, Seminyak  
(August 1st, 2002 – Mei 31st, 2007)**

Job description:

1. Prepare any guest bill for room service or restaurant's guest.
2. Handle any guest payment for food & beverage consume or room service.
3. Handle room service reservation for food & beverage, input on the list order, delivered to kitchen to be follow up.
4. Prepare and reporting daily report for F&B revenue to the accounting.
5. Inventory for F&B utilities and equipment and reporting to F&B Manager.
6. Prepare lunch or dinner bill for wedding events or meeting events.

- Internet Operator, Bussines Center and EDP (Electronic Data Processing)

**Dhyanapura Beach Resort, Seminyak  
(August 1st, 2002 – Mei 31st, 2007)**

During this period, it was the time of introducing the internet and multimedia, as well as electronic messaging, including the hotel information system which used online and networked data integration media. The duties and responsibilities were closely linked to guest services involving internet media and concierge tasks.

1. Preparing computers in the internet room for guests who needed access to online media or electronic messaging.
2. Ensuring the internet services function properly, both for the internal hotel operations and for guests who use them.
3. Handling guest requests for printing data, whether documents or electronic messages.
4. Providing concierge services to guests in need, including requests for item packing and delivery according to the guest's desired address.
5. Organizing daily tour programs for guests, both individual and group .

- Front Office Cashier

**Dhyanapura Beach Resort, Seminyak  
(September 1st, 2009 – November 30th, 2012)**

Job description:

1. Prepare guest bill data or invoices for guests departure or group activities and room service or restaurant's guests.
2. Handle and follow up guest payment who will be pay for room accommodation or another revenue example for meeting events, wedding events, etc.
3. Prepare and make report to FO Manager and Chief Accounting about daily room revenue.
4. Night Auditor and Reception Night shift incharge.
5. Front Desk Cashier incharge as rules and procedure.

## WORKING EXPERIENCE

- Front Office Supervisor

**Puri Saron Hotel, Denpasar**  
**(January 2nd, 2013 - April 25th, 2014)**

Duties and Responsibilities:

a) *Staff & Operations Management*

1. Supervise and schedule Front Desk Agents (FDA) and Drivers.
2. Ensure smooth shift operations and duty assignments.

b) *Reservations & Guest Services*

1. Handle OTA and group reservations, check-ins, and check-outs.
2. Manage MICE and event bookings, coordinating with HK and F&B teams.

c) *Financial & Reporting Duties*

1. Oversee guest invoices and payments.
2. Conduct final room checks before making them available for sale.
3. Prepare and verify daily reports before submitting to HM and Accounting.

- Room Division Supervisor (RDS) responsibility for Front Office Dept. & Housekeeping Dept.

**CX Hostels Bali manage by Omega Hotel Management**  
**(01st May, 2014 – 20th December, 2014)**

Duties and Responsibilities:

a) *Front Office & Housekeeping Supervision*

1. Oversee and coordinate Front Office (FO) and Housekeeping (HK) operations.
2. Manage staff schedules, shifts, and daily activities.
3. Ensure smooth check-in/out and reservation follow-ups.

b) *Reporting & Administration*

1. Review Night Audit reports before submission.
2. Prepare weekly, monthly, and staff appraisal reports for HM/HO.
3. Monitor and ensure completion of FO and HK duties.

c) *Quality & Compliance*

1. Supervise cleanliness, general cleaning schedules, and service standards.
2. Ensure staff follow operational procedures and maintain service quality.

- Assistant Front Office Manager

**Astagina Resort Villa and Spa, Legian**  
**(17th April, 2015 – 16th April 2016)**

Duties and Responsibilities:

a) *Guest Services & Customer Satisfaction*

1. Ensure excellent customer service and resolve guest issues efficiently.
2. Handle reservations, guest inquiries, and special requests.
3. Use upselling techniques to maximize occupancy and revenue.

b) *Front Desk Operations & Supervision*

1. Oversee daily front desk activities and ensure SOP compliance.
2. Train, guide, and support the front desk team.
3. Manage room allocation and coordinate with other departments.

c) *Financial & Administrative Tasks*

1. Monitor billing accuracy and control cash transactions.
2. Maintain updated front office and hotel log books.
3. Assist in preparing reports and handling operational duties in the absence of the Front Office Manager.

d) *Safety & Compliance*

1. Follow security procedures and report suspicious activities.
2. Assist all departments in guest service during peak times.

e) *Other Duties*

1. Perform additional tasks as assigned by management.

## WORKING EXPERIENCE

- Front Office Coordinator (4th April, 2016 – 31st October 2017)
- Duty Manager (1st November, 2017 until present.)
- Pre-Opening Team

### **Daun Bali Seminyak Hotel at Petitenget, Seminyak**

#### Duties and Responsibilities

##### a) *Guest Services & Sales*

1. Upsell rooms, F&B outlets, and hotel facilities.
2. Promote packages and next-destination programs.
3. Ensure smooth guest registration and monitor room assignments.

##### b) *Operations & Supervision*

1. Monitor room status, housekeeping reports, and maintenance schedules.
2. Assist staff during peak hours and ensure service standards are maintained.
3. Control room blocking and key distribution.

##### c) *Financial & Administrative Duties*

1. Check cashier check-out folios and control operational costs.
2. Prepare reports, monitor budgets, and ensure accuracy in documentation.
3. Manage staff scheduling, attendance, and training programs.

##### d) *Team Leadership & Compliance*

1. Supervise and develop employees, ensuring adherence to policies.
2. Conduct performance evaluations and staff training.
3. Enforce hygiene, safety, and emergency procedures.

## SKILL & CAPABILITIES

1. English Language for daily duties and activities.
2. Dutch Language for beginner (A1).
3. Deutsche Sprechen for A2
4. Computer windows program.
5. Familiar with Power Pro Hotel system, Trobex Hotel System, Cakra Soft Hotel System, also VHP (Visual Hotel Program).
6. Operating Photoshop or photos editings, active at Social Media making videos or photos editing.
7. Conduct staff evaluations and staff training for Front Office Teams or Housekeeping Department.
8. Guest service oriented
9. Rooms checking & cleaning procedure
10. Capability SOP Clean Hygiene & Safety Procedure
11. Team or individual work result
12. Overseeing daily operations of the hotel and ensuring all departments run smoothly
13. Managing hotel staff and guidance
14. Handle guest complain