



Muhammad Zainuddin

Hotelier

About Me

I am a Diploma 1 Graduate at SPI Bali. I used to work on a cruise ship, it was a Genting Dream. Able to work as a team, easy to adapt, communicate well with guests or colleagues.

December, 31 th 1992 | Merried | East Lombok

Work Experience

October, 2016 - January, 2019

**Genting Dream (Cruise Ship) | Asian Cruise Line
Galley Steward**

- Responsible for washing and maintaining all cutlery, glasses, and maintain the cleanliness of the main kitchen area, including the floor, table, and kitchen utensils.
- Ensure high hygiene standards for the entire area

March - June, 2017

**Genting Dream (Cruise Ship) | Asian Cruise Line
Waiter (Part-time)**

- Welcome customers in a friendly manner, help them choose the menu, and ensure their comfort during meals.
- Receive orders from customers accurately, enter them into the system, and deliver them to the guest table.
- Doing table setup (table setting), cleaning up leftovers, and keeping the dining area clean as a whole.

March - June, 2013

**Hotel Catur | Denpasar Bali
Front Office**

- Welcoming, directing, and providing information to guests or customers who come.
- Handle the check-in and check-out process (especially in hotels).
- Answer questions and provide recommendations related to services or products.

August, 2012 - January, 2013

**The Kuta Beach Heritage | Kuta, Bali
Housekeeping**

- Cleaning and maintaining guest rooms.
- Make a room status report to the front office.
- Maintain housekeeping work equipment properly.
- Guest satisfaction is a priority

Contact

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☎ 0877-6581-8242

📍 Peresak Village, Kec. Sakra,
East Lombok

Education

International Hospitality School

Housekeeping Program | Diploma 1
2012 | Denpasar, Bali

Islamic Senior High School

Science Major
Kabar, Sakra, East Lombok
2008 - 2011

Skills

- Housekeeping skills
- Time management skills
- Attention to detail
- Costumers service skills
- Interpersonal skills
- Communication skills
- Problem-solving
- Team work

Language

- Indonesia
- English