



Rike Febiani

Date of birth: 08/02/1976

Nationality: Indonesian

Gender: Female

CONTACT

 Pancoran Riverside
Apartment, tower 1B/05/12,
Jalan Pengadegan Timur 1
No.30, kelurahan
Pengadegan, kecamatan
Pancoran
12770 Jakarta, Indonesia
(Home)

 rike.febiani@gmail.com

 (+62) 8159596600

 [www.instagram.com/
mamidenzel](https://www.instagram.com/mamidenzel)

 +628159596600 (WhatsApp)

WORK EXPERIENCE

01/10/2020 – 01/06/2021 Waingapu, Indonesia

Room Division Manager Kambaniru Beach Hotel and Resort

21/01/2019 – 19/06/2019 Bandung, Indonesia

Senior Asst. Front Office Manager Aston Tropicana Hotel

01/03/2018 – 31/07/2018 Jakarta, Indonesia

Front Office Manager Hariston Hotel and Suites

01/06/2017 – 26/12/2017 Cikarang Bekasi, Indonesia

Front Office Manager Horison Hotel Jababeka

18/04/2016 – 17/04/2017 Cirebon, Indonesia

Assistant Front Office Manager Verse Hotel

10/08/2015 – 05/03/2016 Semarang, Indonesia

Duty Manager Grand Candi Hotel

01/04/2012 – 28/06/2013 Bogor, Indonesia

Front Office Manager Green Savana Hotel

03/10/2011 – 02/10/2012 Karawang, Indonesia

Senior Front Desk Agent Delonix Hotel

14/03/2011 – 10/05/2011 Palembang, Indonesia

Duty Manager Novotel Palembang Hotel and Residence

01/01/2011 – 28/02/2011 Pangandaran, Indonesia

Front Office and Purchasing Manager JavaCove Beach Hotel

02/04/2002 – 10/12/2010 Jakarta, Indonesia

Travel consultant Smailing Tour

06/03/1998 – 15/01/2002 Lagoi, Bintan Island, Indonesia

Reservation Agent Banyan Tree Bintan

EDUCATION AND TRAINING

1994 – 1997 Jakarta, Indonesia

Ahli Madya Pariwisata (Associate Tourism Expert) Akademi Pariwisata Trisakti

Address Jalan IKPN No. 1, kec Pesanggrahan, Bintaro, 12330, Jakarta, Indonesia | **Website** stptrisakti.ac.id

LANGUAGE SKILLS

MOTHER TONGUE(S): Indonesian

Other language(s):

English

Listening C1

Reading C1

Writing C1

Spoken production C1

Spoken interaction C1

Germany

Listening B1

Reading B1

Writing B1

Spoken production B1

Spoken interaction B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

ADDITIONAL INFORMATION

Hobbies and interests

- **Hobbies and Interesting** Gardening is one of my favorite in my freetime, sometimes I go to see my colleagues and go to coffeeshop or shopping center or cinema. The other time, I just spend my time at home with my only son and visit my parents.
I do interest for new recipe, I like to bake cookies or make a sweet snacks.

Management and leadership skills

- **Duty Manager / Front Office Manager / Room Division Manager** I started my career as a reservation staff in 1998 until 2002, then I worked for a famous travel agency in Jakarta for 8 years.
In 2011 I back to work for Hotel Industry, as a manager I was learning how to dealing with guests needs, manage staffs, check night reports, short briefing to my staff, department head briefing, prepare Profit and Lost reports, make reports to superior (RDM / EAM / GM), submit monthly reports to General Manager, handling complains, manage guest review, coordination with other departments, etc.
As a Room Division Manager, I was handling 3 departments (Front Office, Housekeeping, and Engineering dept). They are related to each others while arrange for pre-opening Hotel. We manage the room's amenities, supplies, phone's room line, setting bed type, general cleaning, set up TV's channel, etc.

Organisational skills

- **STCW (Standards of Training, Certification, and Watchkeeping for Seafarers)** I am holding certification for :
 - Basic Safety Training
 - Safety Awareness Training
 - Crowd and Crisis Management

Sincerely Yours, Rike Febiani 01.01.2024