

**NADYA  
SURIADJAJA**

## CONTACT



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:

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## EXPERIENCE

### ROOMS DIVISION

BMIHMS | JANUARY 2019 - RECENT

Guest Services Agent / Porter / Concierge / Reservation Agent

Providing exceptional customer service by responding to requests promptly

Processing check-in, check out and billing in an efficient and courteous manner

Maintaining professionalism and ensuring procedures are being followed with accuracy

Room Attendant / Public Areas Attendant / Laundry Attendant

Cleaning guest rooms autonomously to the required standard

Maintaining guest room security

Being responsible for the cleanliness of the laundry and public areas

### FOOD AND BEVERAGE ATTENDANT

THE FAIRMONT RESORT | OCTOBER 2018 - PRESENT

Keeping tables and service areas clean and tidy as per procedure manual

Maintaining standards of hygiene for food handling and presentation

Ensuring guest satisfaction

Monitoring cleanliness and proper sanitization of all areas

### EXECUTIVE LOUNGE ATTENDANT

THE CROWN PLAZA BANDUNG | DECEMBER 2018 - JANUARY 2019

Greeted VIPs on arrival, communicated with them to establish needs and provided escort service and delivery of amenities

Set up the buffet for different occasions including breakfast, afternoon tea and evening cocktails

Maintained the quality of the food and services

### FOOD AND BEVERAGE ATTENDANT

THE WESTIN SYDNEY | APRIL 2018 - SEPTEMBER 2018

Prepared and set up the function room prior to the event

Liaise with the Kitchen on special requests or delayed meals

Communicated well with colleagues in order to provide the best service to customers

Worked in a fast-paced environment

### FOOD AND BEVERAGE ATTENDANT / BARTENDER / BARISTA

BMIHMS | JANUARY 2018 - APRIL 2018

Chambers Fine Dining, Cascades Buffet, Sublime Bar and Cookie's Café

Served guests in a high-pressure environment by remaining calm and managing time wisely

Took orders and distributing bills using MICROS

Prepared and served espresso coffees, cocktails and mocktails

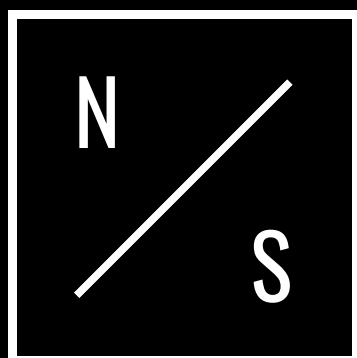
### HOSTESS

KAUM JAKARTA | DECEMBER 2017 - JANUARY 2018

Greeted and escorted guests

Answered phone and made reservations for customers

Treated guests with well-mannered attitude to ensure their satisfaction



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## **VOLUNTEER**

### **LIBRARY AMBASSADOR**

BLUE MOUNTAINS SCHOOL | JANUARY 2019 - APRIL 2019

Assisting students with databases, referencing and printing issues

Answering the telephone, transferring calls, taking messages  
Checking-in and out circulating materials with accuracy

### **EVENT VOLUNTEER**

FUNCTIONALITY EVENT | OCTOBER 2018 & DECEMBER 2018

Set up event space with furniture and decorations

Assisted suppliers with stand set up

Cleaned and prepared event area for service

## **EDUCATION**

### **BACHELOR OF BUSINESS**

(INTERNATIONAL HOTEL AND RESORT MANAGEMENT)

Blue Mountains International Hotel Management School  
September 2017 - current

## **TRAINING**

### **NSW RESPONSIBLE SERVICE OF ALCOHOL**

OCTOBER 2017

#### **BASIC BARISTA**

MAY 2017  
Rosso' Miro Roastery

#### **CULINARY**

JULY 2015 - JUNE 2016  
SMAK 1 BPK PENABUR Bandung

#### **COMMERCIAL COOKERY**

JULY 2014 - JUNE 2017  
SMAK 1 BPK PENABUR Bandung

#### **BUSINESS AND ENTREPRENEUR**

JULY 2015 - JUNE 2016  
SMAK 1 BPK PENABUR Bandung

## **LANGUAGE**

- **ENGLISH** (Fluent)
- **INDONESIA** (Fluent)
- **MANDARIN** (Basic)
- **KOREAN** (Basic)

## **REFEREES**

**MR JULIAN MATEOS**  
**FORMER ASTNT BANQUET MNGR**

THE WESTIN SYDNEY

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