PANGGIH HADI PRASETYO
HOUSEKEEPER

PT. Mitra Sinergi Sukses
Indonesian Manpower Agency (P3MI)



Skills / المهارات / Beceriler

- Housekeeping Operations & Room Inspection
- F&B Outlet Operations
- Team Leadership & Staff Supervision
- Daily Briefing & Staff Scheduling
- Guest Complaint Handling
- VIP & Guest Service
- Stock & Inventory Control
- SOP & Brand Standards Compliance
- Front Office Coordination
- English Communication

Work Experience / الخبرة العملية / İş Deneyimi

Restaurant Supervisor — PT Boga Makmur Dinasti | Kimukatsu
2019 – present

- Led daily F&B outlet operations, overseeing service, inventory, cleanliness, and overall outlet readiness.
- Managed team schedules and conducted daily briefings to maintain service targets and brand SOP compliance.
- Handled guest complaints and service issues while ensuring a positive dining experience and customer satisfaction.

Housekeeping Leader — Hotel Tematik
2016 – 2019

- Supervised the housekeeping team in maintaining guest rooms, public areas, and linen operations according to hotel standards.
- Conducted daily room inspections, prepared housekeeping reports, and coordinated room status with the Front Office Department.
- Trained and guided new staff to ensure proper housekeeping procedures, cleanliness standards, and service quality were consistently maintained.

Housekeeper — Hotel The Media
2012 – 2015

- Responsible for cleaning and preparing guest rooms according to established standards of a star-rated hotel.
- Monitored amenity supplies and reported room defects or maintenance issues to the appropriate department.
- Applied 5S principles and proper hygiene practices to maintain a clean, organized, and comfortable guest environment.

Date of Birth / تاريخ الميلاد / Doğum Tarihi

28 February 1991
in Jakarta, Indonesia

Passport / جواز السفر / Pasaport

Last Education / آخر مؤهل دراسي / Son Eğitim Durumu

2006 - 2009
Hospitality
Vocational High School Jakarta Wisata 1

About Me / نبذة عني / Hakkımda

Experienced Housekeeping & F&B Supervisor with 13+ years of experience in star-rated hotels and restaurant operations. Skilled in leading teams, coordinating daily operations, maintaining high standards of cleanliness, hygiene, and guest service, and ensuring smooth departmental performance. Strong in guest relations and team communication, with active English proficiency and good command of Microsoft Office for daily reports and operational documentation.