GERRY SETIAWAN
WAITER

PT. Mitra Sinergi Sukses
Indonesian Manpower Agency (P3MI)



Skills / المهارات / Beceriler

- Food & Beverage Service
- Order Taking
- Customer Service
- Table Setting & Clearing
- Menu Knowledge
- Suggestive Selling
- Teamwork
- Communication Skills

Work Experience / الخبرة العملية / İş Deneyimi

Waiter / Restaurant Server
Sari Rasa Pacific Hotel, Bandung, Indonesia
Jan 2016 – Nov 2018

- Welcomed guests professionally and assisted them with seating.
- Presented menus and provided information about food and beverage options.
- Took guest orders accurately and delivered them to the kitchen.
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Italian Restaurant Captain
Jumeirah Al-Wathba, UAE
Dec 2018 – Jan 2020

- Ensured food and beverages were served correctly and on time.
- Monitored guest satisfaction and handled service requests professionally.
- Trained and guided junior restaurant staff.

Maxx Coffee Prima, Bandung, Indonesia
Jan 2020 – Jun 2020

- Assisted customers with food and beverage orders.
- Provided friendly and efficient customer service.
- Supported daily café operations and service preparation.

Customer Service & Hospitality Business Operator
Ruang Kucing Bandung, Indonesia
2020 – Present

- Provide direct customer service and handle customer inquiries.
- Maintain professional communication with customers.
- Handle customer reservations, requests, and service arrangements.
- Coordinate with team members to maintain smooth daily operations.

Date of Birth / تاريخ الميلاد / Doğum Tarihi

13 Oktober 1991
in Bandung, Indonesia

Passport / جواز السفر / Pasaport

Last Education / آخر مؤهل دراسي / Son Eğitim Durumu

2012
Sekolah Tinggi Pariwisata Bandung / STP Bandung

About Me / نبذة عني / Hakkımda

Motivated and customer-focused hospitality professional with experience in restaurant service, café operations, team coordination, and customer handling. Skilled in taking orders, serving food and beverages, maintaining service standards, and creating a positive dining experience for guests. Able to work efficiently in fast-paced environments, communicate well with customers and team members, and maintain a professional attitude during service.



GERRY G SETIAWAN

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gerrygunawansetiawan@gmail.com

Bandung, West Java

EDUCATION

17 Senior Highschool, Bandung

2006 - 2009

Food and Beverage Management

STP Bandung

2009 - 2012

SKILLS

- Communication
- Time management
- Team work
- Organizational Skill
- Problem Solving
- Up Selling

LANGUAGE

English

Bahasa

About Me

I am a hospitality professional with hands-on experience in Food & Beverage services, customer service, sales, and operational supervision. I have developed strong communication skills, ability to work efficiently under pressure, and commitment to delivering excellent customer experiences.

WORK EXPERIENCE

2020 - present
Ruang Kucing Bandung
Running own business/professional groomer

- Createsystemfor SOP
- Planning Marketing & Sales (soc-med & customer direct)
- Training program for partner subordinate
- Handling whole business needed

2020 Jan - June
Maxx Coffee Prima
Management trainee

- Briefand supervised barista
- Check & balance the team
- Make sure all the team follow the plan to achieve the goals
- Create marketing & sales program for the outlet/store

Dec 2018-Jan 2020
Jumeirah Al-Wathba
Italian restaurant Captain

- Brief&supervisedwaitstaffabout reservation & make sure follow service SOP
- Maintain communication between waitstaff and kitchen also keep good food & service quality
- Training & mentoring junior staff
- Make sure all the preparations done before operational

Jan 2016 - Nov 2018
Sari Pan pacific Hotel
Japanese restaurant server

- Welcomeandseattheguestinprofessional manner
- Taking F&B order
- Suggestive selling
- Organize & monthly inventory supplies
- Commit to give excellent services as hotel standard