



Gresia Septebrina Bakkara

📍 Bandung, Indonesia

☎ 088971802658

✉ gresiaseptebakkara19@gmail.com

ABOUT ME

Dynamic hospitality graduate with hands-on F&B experience. Skilled in time management, guest relations, and multitasking in fast-paced environments. Known for creativity, adaptability, and strong communication. Passionate about delivering excellent service and growing professionally in the hospitality industry.

EDUCATION

2017- 2020 Vocational High School (SMK Widya Utama)

A vocational program focused on hotel operations, guest services, and food & beverage management.

WORK EXPERIENCE

SEPT 2025 - PRESENT | HOSTESS – SOLEA & MISTRAL BALI

Pre-Opening Hostess responsible for welcoming guests in a friendly and professional manner, handling reservations and walk-in guests, and managing seating arrangements and guest flow for two outlets. Recorded guest allergies and dietary requirements for both reservation and walk-in guests and clearly communicated this information to the service and kitchen teams. Also performed cashier duties, including processing payments, preparing bills, and ensuring accurate transactions. Assisted with pre-opening preparations to support smooth operations.

MAY 2025 - SEPTEMBER 2025 | CAPTAIN – TOBYS ESTATE JAKARTA

Delivered excellent service as a Restaurant Captain by supervising daily operations, checking opening and closing reports, and ensuring accurate cash balance. Coordinated with kitchen and bar teams for smooth service, managed guest supplies, controlled inventory, and prepared daily reports. Welcomed guests, assisted with seating, took orders, and supported staff to maintain high service standards.

DEC 2024 - MAY 2025 | LEADER – CANABEANS JAKARTA

Promoted to a leadership role, guiding the team to deliver excellent service and ensure smooth daily operations. Coordinated with kitchen and service staff, addressed guest concerns, trained new members, and supported sales goals. Recognized by customers in Google Reviews within 3 months, reflecting strong guest rapport and positive impact on customer experience.

MAR 2022 - DES 2024 | SENIOR CASHIER – THE HARVEST CAKE

Worked as a Senior Cashier in a busy retail store, managing daily operations and guiding junior staff. Handled transactions accurately, informed customers about promotions, maintained sales records, ensured cash balance, and kept the cashier area organized and guest-ready.

SEPT 2021 - MAR 2022 | CASHIER – KUNDU KOFI

Worked as a Cashier and Greeter, welcoming guests, managing seating and reservations, and ensuring smooth guest flow. Operated the POS system for accurate payments, promoted offers, maintained sales records, and kept the reception area clean and organized. Handled guest inquiries and ensured a positive experience from arrival to departure while meeting daily service and transaction targets.

APR 2019 - JAN 2021 | F&B ATTENDANT – CROWNE PLAZA BANDUNG (5 STAR HOTEL)

Started as a trainee and promoted to F&B Attendant, gaining hands-on experience in five-star hospitality. Managed food and beverage services, ensured guest satisfaction, maintained high standards in presentation, handled complaints professionally, and coordinated with kitchen and service teams for smooth and timely service.

Skills

- Communication
- Problem Solving
- Leadership
- Adaptive
- Time management
- English language
- Proficient in POS systems (Opera, Moka, Esb, Ravintola, Qouinos)
- Sales Reporting & Cash Handling
- Microsoft Word, Excel, Power point