



AGNES CHRISTINA DHANISWORO

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Date / Place of birth

27/02/1986, Indonesia

Nationality

Indonesian

Skills

Effective Time Management

Customer Service

Ability to Work Under
Pressure

Fast Learner

Ability to Multitask

Good team player

Profile

Experienced and self-motivated dedicated to providing quality care for ultimate customer satisfaction. Proven ability to establish and maintain excellent communication and relationships with clients. Excellent time management skills combined with a superior knowledge of the customer service industry. Dedicated to identifying customer needs and delivering effective solutions to all problems. Experienced customer service professional adept at utilizing knowledge either in restaurant or wine industry. Accustomed to adhering to company standards, and treating all customers with kindness and hospitality. Team player, high punctuality and works well under pressure.

Employment History

Office Manager, Alfa International Pte Ltd, Singapore

July 2017 — Present

- Worked well independently and on a team to solve problems.
- Served as a friendly, hardworking, and punctual employee.
- Organized and prioritized work to complete assignments in a timely, efficient manner.
- Communicated effectively using a variety of communication platforms.
- Operated with a willingness to embrace change and adapt strategies accordingly.
- Fully engaged with team members to achieve the highest levels of productivity.
- Remained adaptable, flexible, and calm in high-pressure environments.
- Assure all the online platform have good wines sales monthly
- Planning for promotion with Marketing Team

Food & Beverage Executive, Kitchen Language Pte Ltd, Singapore

June 2014 — June 2017

- Keep the Restaurant clean and tidy according of standard procedure
- Responsible for some paper work to be submit monthly
- Cashiering (receive payment, settlement and doing report)
- Provide an excellent service to every customer
- Provide training to new staff based on standard procedures of the restaurant
- Assure customer has pleasant experience with service, food and beverage while dine in
- Answering phone call for reservation and any other enquiry

- Reporting to manager if there any complaint, feedback or issue happened in restaurant

Senior Sales Associate, Da Paolo Ristorante Pte Ltd, Singapore

January 2011 — January 2014

- Ensure that the shop is clean, tidy and full of stock
- Update and report the sales to Manager
- Cashiering (payment process, settlement, deposit cash and sales report)
- Assure all customer get excellent service while purchase food and beverage, either dine in or take away
- Provide training to new staff according of the standard procedure
- Aimed to keep food waste to a minimum by controlling the order from central kitchen and inventory will be done daily
- Safely stored food items, and kept inventories.
- Handled food and coffee with sanitation and safety
- Responsible to solve complaint or issue when manager not on duty

Education

Diploma, NHI Tourism Academy, Bandung

November 2007 — November 2008

Major : Hotel Management

- Learning how to held an Event
- Learning Hotel cost control
- Learning about marketing
- Learning about purchasing
- Learning Hotel structure
- Learning customer service (answering call and greeting)