

RIPAN RAISMAN NA



Personal

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- Date of birth**
17-08-2000
- Place of birth**
Indonesia
- Gender**
Male
- Nationality**
Indonesian

Interests

- Reading

I am an adaptive person, I could learn new things quickly, from the kitchen to the customer service, I have done working under different circumstances such as being a Front Desk Agent at Best Western Hotel as I currently am working there and managing also the breakfast area and also when I was back in Indonesia working in the restaurant as a Guest Relation Officer but also doing the pastries.

Work experience

Front Desk May 2025 - Apr 2026
Best Western Plus, Wausau

I worked at Best Western Plus in Wausau as a Front Desk Agent, where I was not only responsible for guest check-in/check-out, handling reservations, and assisting with guest inquiries, but also took charge of the breakfast area—ensuring food was well-stocked, clean, and presented to standard. Additionally, I supported housekeeping tasks by maintaining cleanliness in public areas and responding to immediate cleaning needs, contributing to a smooth and welcoming guest experience throughout the hotel.

Guest Relation Officer Apr 2024 - Apr 2025
Theo's Wife Lois, Bandung, Indonesia

At Theo's Wife Lois, a high-end restaurant in Bandung, I worked as a Guest Relation Officer. My role focused on ensuring a memorable dining experience for every guest by warmly welcoming them, handling reservations, addressing complaints with professional solutions—often offering complimentary items when needed—and collecting feedback for continuous service improvement.

Education and Qualifications

Bachelor of Tourism Jun 2019 - Dec 2023
Udayana University, Bali, Indonesia

I graduated from Udayana University in Bali, Indonesia, with a Bachelor's degree in Tourism Travel Industry in December 2023. During my studies, I gained a solid foundation in tourism management, hospitality, and intercultural communication.