



GENERAL MANAGER

CONTACT

+62 822-172-11117
erry0874@gmail.com
Bandung, Indonesia

CORE COMPETENCIES

- Hotel Operations Management
- Revenue Management (OCC, ADR, RevPAR)
- Sales & Marketing Strategy
- Budgeting & Cost Control
- OTA & Distribution Management
- Guest Experience & Service Excellence
- Team Leadership & Development
- Problem Solving & Crisis Handling
- Pre-opening & Project Management

TECHNICAL SKILLS

- PMS Expertise : VHP, Power Pro, Fidelio, Realta, Rhapsody, KW Hotel System
- Microsoft Office (Word, Excel, PowerPoint)
- Canva, Internet & Digital Applications
- Data Analysis & Reporting
- OTA Platforms : Traveloka, Agoda, Tiket.com, Booking.com



EDUCATION

ROOM DIVISION PROGRAM
Surabaya Hotel School
1992 – 1993

TRAINING & CERTIFICATIONS

- 1997 English Language Training for Hotel Industry
- 2004 Service Excellent Training
- 2006 Measuring Marketing Program Effectiveness
- 2012 Outbound Motivation Training
- 2013 Effective Leadership
- 2013 Managing Service Excellent
- 2015 Service Quality Training
- 2016 Hypnoselling
- 2016 Service Excellent & Handling Complaint
- 2020 Dua Jam Pahami Digital Marketing untuk Bisnis

ERY TRIWAHONO

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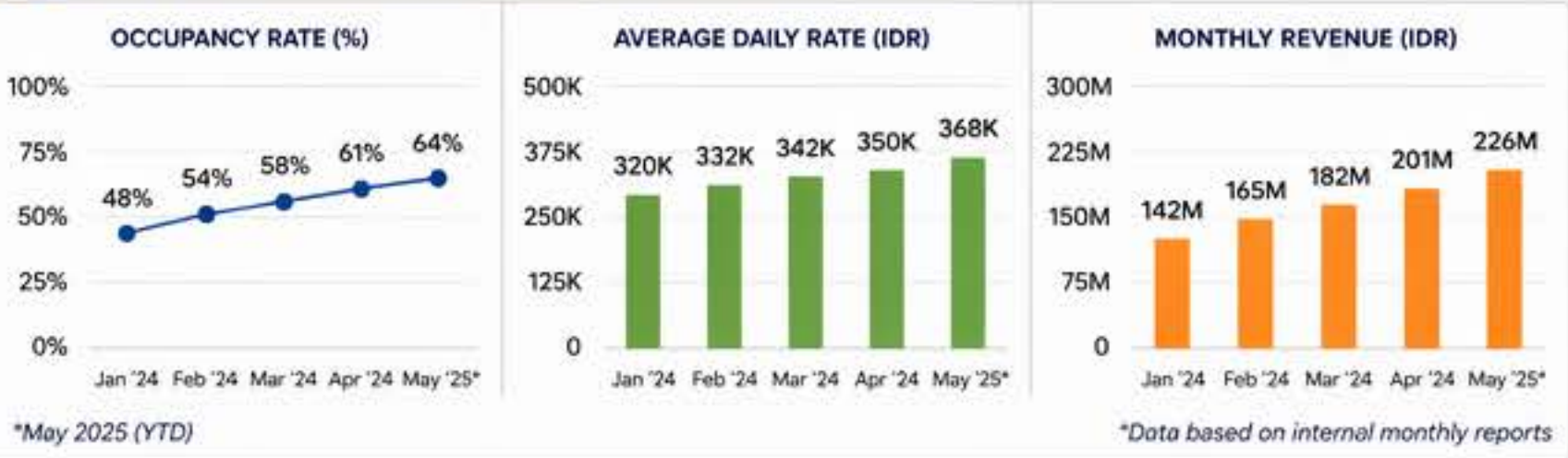
PROFESSIONAL SUMMARY

Dynamic and results-driven General Manager with over **30+ years** of experience in hotel operations, revenue management, team leadership, and guest satisfaction across budget to 5-star properties. Proven track record in **increasing revenue**, **optimizing occupancy**, improving **operational efficiency**, and developing high-performing teams. Currently leading Paskal Inn I & II with **data-driven decisions** and consistent performance monitoring.

PROFESSIONAL EXPERIENCE

- HOTEL MANAGER** | Paskal Inn I & II – Bandung Jan 2024 – Present
Key Achievements:
 - Increased occupancy from 48% to 64% within 6 months through pricing strategy and OTA optimization.
 - Increased ADR by 15% and total revenue by 18% compared to the same period last year.
 - Implemented cost control measures, reducing operational expenses by 10%.
 - Established monthly reporting system (OCC, ADR, Revenue, GOP) for data-driven decision making.
 - Enhanced guest satisfaction score from 4.1 to 4.6 based on review platforms.
- GENERAL MANAGER** | Skyland City Hotel & Apartment – Jatinangor Sept 2022 – Aug 2024
Key Achievements:
 - Increased total revenue by 25% within 2 years through dynamic pricing and market segmentation.
 - Improved RevPAR by 22% and maintained average occupancy above 70%.
 - Strengthened cross-department collaboration, improving overall service efficiency.
 - Launched apartment marketing strategy that increased long-stay occupancy by 30%.
 - Achieved positive GOP growth and maintained cost efficiency across all departments.
- CONTRACTING MANAGER** | Radisson (Radisson Group) – Surabaya Jan 2022 – Aug 2022
Key Achievements:
 - Developed and secured corporate contracts contributing to 15% room production increase.
 - Expanded B2B network and partnerships with travel agents and corporate clients.
 - Created rate plans and agreements to optimize hotel positioning in the market.
- HOTEL MANAGER** | The Colins Hotel – Surabaya May 2019 – May 2020
Key Achievements:
 - Improved occupancy from 45% to 60% through effective promotion and OTA management.
 - Increased guest satisfaction score by 15% through service improvement initiatives.
 - Streamlined operations and reduced controllable expenses by 8%.
- FRONT OFFICE MANAGER (GM INC.)** | éL Hotel Royale – Banyuwangi Aug 2017 – Nov 2018
Key Achievements:
 - Managed front office operations for 162-room 4-star hotel with high service standard.
 - Acted as General Manager in daily operational decisions in owner's absence.
 - Improved check-in efficiency and guest handling process, reducing complaints by 20%.
- FRONT OFFICE MANAGER** | éL Hotel Royale & Apartment – Bandung Jan 2017 – Aug 2017
Key Achievements:
 - Enhanced guest service experience and increased positive reviews by 18%.
 - Improved team performance through training and SOP implementation.
- FRONT OFFICE MANAGER** | Grand Royal Panghegar Hotel – Bandung Jun 2013 – Dec 2016
Key Achievements:
 - Improved front office performance and guest satisfaction score by 20%.
 - Successfully handled VIP events and group operations.
- FRONT OFFICE MANAGER (DOS INC.)** | Garden Permata Hotel – Bandung Jun 2010 – Jun 2013
Key Achievements:
 - Managed front office and reservation team, improving booking accuracy and occupancy.
 - Increased repeat guest ratio through personalized service and follow-up program.
- ASST. FRONT OFFICE MANAGER** | International Imperium Hotel – Bandung Dec 2009 – Jun 2010
Key Achievements:
 - Supported GM in operational planning and guest service improvement.
 - Implemented front office SOP that improved work efficiency.
- DUTY MANAGER** | The Papandayan Hotel – Bandung Dec 1996 – Dec 2009
Key Achievements:
 - Handled daily hotel operations and ensured smooth service delivery.
 - Resolved guest issues and improved overall guest satisfaction.

PERFORMANCE DASHBOARD (PASKAL INN I & II)



COVER LETTER TO OWNER / INVESTOR

Dear Owner / Investor,

I am writing to express my interest in contributing my experience and leadership to your esteemed property. With over 30 years in the hospitality industry, I have successfully managed a wide range of hotels from budget to 5-star, driving operational excellence, revenue growth, and exceptional guest satisfaction.

My recent role as Hotel Manager at Paskal Inn I & II has strengthened my ability to analyze performance through data-driven reports (OCC, ADR, Revenue) and implement strategies that improve profitability and market position.

I look forward to the opportunity to discuss how I can support your vision and deliver sustainable growth for your business.

Sincerely,

ERY TRIWAHONO
General Manager

PERSONAL INFORMATION

Nationality : Indonesian
Date of Birth : 27 August 1974
Marital Status : Married
Languages : Indonesian, English

REFERENCES

Available upon request.

“Committed to delivering exceptional guest experiences, driving profitable growth, and building high-performing teams for sustainable success.”