



BADAN NASIONAL
SERTIFIKASI PROFESI
INDONESIAN PROFESSIONAL
CERTIFICATION AUTHORITY

SERTIFIKAT KOMPETENSI
CERTIFICATE OF COMPETENCE

No. 55110 3341 0000135 2025
Dengan ini menyatakan bahwa,
This is to certify that,

Supardi

No. Reg. PAR.1507.00135 2025

Telah kompeten pada Bidang :
Is competent in the area of :

Kantor Depan
Front Office

dengan Okupasi / Kompetensi :
With Occupation / Competency :

Level V
Front Office Supervisor

Sertifikat ini berlaku untuk : 3 (tiga) tahun
This certificate is valid for : 3 (three) Years

Batam, 28 Mei 2025

Atas nama BNSP / *On behalf of BNSP*
Lembaga Sertifikasi Profesi Pariwisata Barelang International
Barelang International Tourism Professional Certification Body


RYAN LIANTO
Director



Daftar Unit Kompetensi List of Competency Units

No.	Kode Unit	Judul Unit Kompetensi			
1.	I.55HDR00.149.2	Bekerjasama dengan kolega dan pelanggan	17.	D1.HGA.CL6.12	Menggunakan alat bantu bisnis dan teknologi
	D1.HOT.CL1.01	Work effectively with colleagues and customers			Use common business tools and technology
2.	I.55HDR00.150.2	Bekerja dalam lingkungan sosial yang berbeda	18.	I.55HDR00.002.2	Menyediakan layanan akomodasi reception
	D1.HOT.CL1.02	Work in a socially diverse environment		D1.HFO.CL2.03	Provide accommodation services
3.	I.55HDR00.185.2	Menerapkan proses kesehatan, keselamatan dan keamanan kerja	19.	I.55HDR00.001.2	Menerima dan memproses reservasi
	D1.HOT.CL1.03	Implement occupational health and safety procedures		D1.HFO.CL2.01	Receive and process reservations
4.	I.55HDR00.164.2	Melakukan prosedur administrasi	20.	I.55HDR00.255.2	Mengoperasikan sistem penempahan dengan menggunakan computer (Computer Reservation System)
	D1.HOT.CL1.05	Perform clerical procedures		D1.HFO.CL2.02	Operate computerized reservation system
5.	I.55HDR00.250.2	Mencari dan mendapatkan data komputer	21.	I.55HDR00.004.2	Memproses transaksi keuangan
	D1.HOT.CL1.06	Access and retrieve computer-based data		D1.HFA.CL7.01	Process a financial transaction for services rendered
6.	I.55HDR00.006.2	Berkomunikasi melalui telepon	22.	D1.HGA.CL6.03	Memelihara pencatatan manual/kertas dan sistem penerimaan
	D1.HOT.CL1.07	Communicate effectively on the telephone			Maintain a paper-based filing and retrieval system
7.	I.55HDR00.152.2	Mengembangkan dan memperbaharui pengetahuan tentang industri perhotelan	23.	I.55HDR00.264.2	Memproses transaksi untuk pembelian barang atau jasa
	D1.HOT.CL1.08	Maintain hospitality industry knowledge			Process transactions for purchase of goods or services
8.	I.55HDR00.219.2	Mengembangkan dan memperbaharui pengetahuan tentang industri pariwisata	24.	I.55HDR00.003.2	Memelihara catatan keuangan
	D1.HOT.CL1.09	Develop and update tourism industry knowledge		D1.HFO.CL2.04	Maintain guest's financial records
9.	I.55HDR00.153.2	Meningkatkan dan memperbaharui pengetahuan lokal	25.	I.55HDR00.173.2	Mempersiapkan laporan keuangan
	D1.HOT.CL1.09	Develop and update local knowledge		D1.HFA.CL7.04	Prepare routine financial statements
10.	I.55HDR00.154.2	Mempromosikan produk dan jasa kepada pelanggan	26.	I.55HDR00.196.2	Menangani kualitas layanan pelanggan
	D1.HOT.CL1.10	Promote products and services to customer		D1.HRM.CL9.06	Manage quality customer/guest services
11.	I.55HDR00.155.2	Menangani situasi konflik	27.	I.55HDR00.039.2	Menerima dan menyimpan persediaan
	D1.HOT.CL1.11	Manage and resolve conflict situation		D1.HGA.CL6.10	Receive and securely store incoming goods
12.	I.55HDR00.163.2	Menyediakan pertolongan pertama	28.	I.55HDR00.193.2	Mengelola keanekaragaman di tempat kerja
	D1.HOT.CL1.12	Perform basic first aid procedures		D1.HRM.CL9.02	Monitor and manage workplace relations and diversity
13.	I.55HDR00.218.2	Melaksanakan tugas perlindungan anak yang relevan dengan industri pariwisata	29.	I.55HDR00.189.2	Daftar personil staff
	D1.HOT.CL1.13	Perform child protection duties relevant to the tourism industry		D1.HRM.CL9.09	Roster staff
14.	I.55HDR00.220.2	Mengembangkan lingkungan yang aman bagi anak-anak di tujuan pariwisata	30.	I.55HDR00.184.2	Memonitor kegiatan kerja
	D1.HOT.CL1.14	Develop protective environments for children in tourism destination		D1.HRM.CL9.03	Monitor routine workplace operations
15.	I.55HDR00.229.2	Membangun dan memelihara tempat kerja yang aman	31.	D1.HHR.CL8.06	Melatih orang lain dalam keterampilan kerja
	D1.HSS.CL4.01	Establish and maintain a safe and secure workplace			Coach others in job skills
16.	I.55HDR00.217.2	Berkomunikasi secara lisan dalam bahasa Inggris pada tingkat operasional dasar	32.	I.55HDR00.257.2	Menyediakan keamanan untuk tamu VIP
	D1.LAN.CL1.01	Converse English at a basic operational level		D1.HSS.CL4.06	Provide for the safety of VIPs
			33.	I.55HDR00.251.2	Menangani orang yang mabuk
				D1.HSS.CL4.07	Manage intoxicated persons
			34.	I.55HDR00.007.2	Melaksanakan audit malam
				D1.HFO.CL2.06	Conduct a night audit



Supardi

Batam, 28 Mei 2025,
Lembaga Sertifikasi Profesi Pariwisata Bareleng International
Bareleng International Tourism Professional Certification Body

Rachmad Sugiyanto, S.Par.,MBA
Manager Sertifikasi
Manager Certification