DORA SINAGA

# PORTFOLIO



# Table of Content


01 About Me

02 Education

03 Personal Skills

04 Work Experience

05 Project Portfolio

06 Contact



# INTRODUCTION

Dora Sinaga is a tourism and hospitality professional, researcher, and certified trainer with international experience in guest services, tour guiding, tour leadership, and tourism development. She is passionate about empowering the next generation of tourism professionals through practical training, cultural storytelling, and service excellence while promoting meaningful and sustainable tourism in Indonesia.

# About Me

## Dora Sinaga

Dora has a strong passion for developing people, enriching visitor experiences, and advancing Indonesia's tourism industry. Holding an MSc with Distinction in International Hospitality and Tourism Management from Bournemouth University, she combines academic research with hands-on experience in hotel operations, tour guiding, tour leadership, and tourism entrepreneurship.



# EDUCATION

**2024**
**Bournemouth University**

MSc. International hospitality and tourism management

**2014**
**Universitas Negeri Medan**

History and education

**2009**
**SMA Negeri 1 Sibolga**

Ilmu Pengetahuan Alam

# Personal Skills






**01. Hospitality & Service Excellence**

Guest experience management, customer service, and service recovery

**02. Tourism Education & Training**

Professional training, facilitation, tourism research, and competency development

**03. Tourism & Cultural Experience Development**

Tour guiding, cultural storytelling, and sustainable tourism development.

# Work EXPERIENCE










**2016 - Current**

## Tourism Startup

Developing innovative, sustainable tourism experiences through entrepreneurship, strategic planning, and community empowerment

**2024 - current**

## Tourism & Hospitality Trainer

Provides professional training in tourism and hospitality. Develops practical learning materials. Teaches service excellence. Strengthens communication skills

**2016 - current**

## Tour Guide

Guided tourists, shared cultural insights, managed itineraries, and delivered memorable travel experiences.

# Project
# PORTFOLIO







# Peningkatan Kapasitas tour guide pada Destinasi PTJ

**Client: Mangrove Pandang Tak Jemu**






Delivered tourism training to support local community development, enhance hospitality and guiding skills, and promote sustainable mangrove tourism experiences.








# Identifikasi daya tarik pada Museum Raja Ali Haji (RAH - BATAM)

**Partner: Museum Raja Ali haji**

I conducted a research project on identifying the tourism attractiveness of Raja Ali Haji Museum, the first museum in Batam, Indonesia. As part of this project, I interviewed the museum manager to gain insights into its attractions, management, and tourism potential. The research aimed to identify the museum's strengths and opportunities for tourism development. The findings were published.
DOI: 10.53356/diparojs.v3i1.60








# Smart Leisure for active ageing -Bournemouth United Kingdom

**Partner : Bournemouth University**

Conducted a research and worked as a Research Assistant at Bournemouth University, focusing on smart leisure and active ageing in tourism and hospitality. The research involved observing facilities, services, and leisure activities that support older adults across tourism attractions, hotels, restaurants, and public bus transportation. The findings contributed to developing a best-practice framework for active-ageing leisure to support more accessible and age-friendly tourism experiences.

https://doi.org/10.1016/j.jdmm.2026.101116

# Let's Work **Together**

+62 85763778160
doraandsinaga@gmail.com
www.dorasinaga.com