

AMANDEEP KAUR

✉ amandeepkaur47222@gmail.com

☎ +91 8283881292

📍 Amritsar

PROFESSIONAL SUMMARY:

Customer-focused professional with front desk and relationship management experience. Skilled in administrative tasks, service delivery and client engagement. Holds a B.Sc. in Airlines, Tourism & Hospitality Management (79%). Proficient in MS Word, Excel, and known for strong organizational, interpersonal, and problem-solving abilities. Seeking a dynamic role in a customer-centric environment.

ACADEMIC QUALIFICATION:

- ❖ Passed B.SC in Airlines, Tourism and Hospitality Management with 79% from Global Institutes, Amritsar in 2020.
- ❖ Passed Senior secondary education from Ashoka Senior Secondary School with 72%.

WORK EXPERIENCE:

1) **FRONT OFFICE EXECUTIVE- SPACE 5**(Jan 2024- Mar 2025)

▶ **Client Interaction & Greetings:**

- Greet and welcome clients in a professional and friendly manner on arrival and departure.

▶ **Visitor's Record Management:**

- Record visitor entries using Google sheet or Microsoft excel.

▶ **Call Interactions:**

- Noting detail of client requirement for the projects through call or email.

▶ **Attendance Management:**

- Maintaining the daily record for office staff attendance.

▶ **Team Management:**

- Coordinate with housekeeping to ensure office galleries and Meeting rooms are cleaned and organized.

► **Inventory Management:**

- Monitor and maintain stock levels of pantry items, stationery including bills.

► **Appointment Scheduling:**

- Coordinating with respective persons for appointment scheduling of vendors.

2) **CUSTOMER RELATIONSHIP MANAGER- NOVELTY RESTAURANT (Jan 2022 - Nov 2023)**

▶ **Handle Customer Queries & Complaints:**

- Resolve issues and respond to inquiries promptly to ensure high customer satisfaction.

▶ **Manage Zomato/Online Ratings & Feedback:**

- Monitor and reply to reviews on platforms like Zomato to maintain a positive brand image.

▶ **Coordinate Appointment & Table Bookings:**

- Ensure smooth reservation handling via calls, online platforms, or walk-ins.

▶ **Shift & Staff Coordination:**

- Align staff duties and manage shift schedules to optimize service delivery.

▶ **Promote Restaurant Offers & Campaigns:**

- Drive customer engagement by promoting deals through online and offline channels.

▶ **Build Strong Customer Relationships:**

- Maintain regular contact with loyal customers and collect feedback for improvement.

▶ **Handle Incoming Calls & Online Inquiries:**

- Attend to customer calls, resolve doubts, and convert inquiries into visits or orders.

3) **INDUSTRIAL TRAINING- HOTEL GOLDENTULIP (DEC 2019 - MAR 2020)**

▶ **Housekeeping Procedures:**

- Learn room cleaning standards, linen management, and upkeep of guest areas.

▶ **Front Office Operations**

- Assist in guest check-ins, check-outs, handling inquiries, and reservations.

SKILLS & COMPETENCIES:

- ▶ **Customer Service:** Greeting Visitors, Client Relations, Handling Inquiries, Complaint Resolution

- ▶ **Administrative Skills:** Front Desk Operations, Inventory Management (Pantry & Stationary), Database Management, Appointment Scheduling
- ▶ **Technical Skills:** Microsoft Word (Proficient), Microsoft Excel (Proficient).
- ▶ **Organizational Skills:** Time Management, Attention to Detail, Multitasking.
- ▶ **Soft Skills:** Communication Skills (Verbal & Written), Professional Demeanor, Teamwork, Problem-Solving, Honest.