

AMANDEEP KAUR

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 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) FRONTOFFICE 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- NOVELTYRESTAURANT(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- HOTELGOLDENTULIP(DEC 2019 - MAR2020)**

- ▶ **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.