

Pardeep Manget

31 SADDLEBACK RD NW · 780-2975275

kaurpardeep34567@GMAIL.COM

DEAR SIR / MADAM,

Please accept this resume as an enquiry into the availability within your organization. In terms of personal attitude towards work I will be very honest and caring about organization. I have proven record for getting on time to start work always looking forward for organization, respect everybody at work, good ethics, follow up with my managers, professional attitude to deal situations more patiently, can work in different schedules and environments, good with technology use and so much more from my experience.

- Three years of hands-on experience in customer service.
- Knowledge to adapt to new environments and productivity goals.
- Excellent oral and written skills.
- A passion to learn and fulfill demands of workplace.

Please view the enclosed resume that I meet all these qualifications and more.

I would be delighted to discuss opportunities with Organization. To schedule an interview, please call me. Thank you for taking the time to review my resume. I look forward to talking with you.

Sincerely,

Pardeep Kaur Manget

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EXPERIENCE

March 2022 – April 2024

The Mall's Café (Hounslow, London) As a Team Leader

- **Barista** This primary role involves creating drinks behind the bar, from simple drip coffees to more complicated espresso drinks. Baristas are also responsible for keeping the workspace clean and stocked with supplies.
- **Cashier** The cashier is responsible for taking customer orders, bringing up sales, and dealing with payments. They should also have a strong knowledge about menu items to assist customers when needed.
- **Shift Supervisor** A shift supervisor oversees each shift, ensuring that baristas and cashiers perform their tasks correctly and providing an enjoyable customer experience. Shift supervisors also manage restocking supplies and tracking any stock discrepancies.

September 2020 – December 2021

The Red Apple Hotel (Sangrur, India) As a Receptionist

- Perform all check-in and check-out tasks.
- Manage online and phone reservations.
- Inform customers about payment methods and verify their credit card data.
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms.
- Provide information about our hotel, available rooms, rates, and amenities.

EDUCATION

- MBA in Leadership at UWS University, London United Kingdom
- Bachelor of hotel management at Punjabi University, Patiala
- S.B.B.S Memorial Public High school
- Proficient in Microsoft word, Excel, and PowerPoint

SKILLS

- Demonstrates a growth mindset, a positive attitude, enthusiasm, and assertiveness
- Ability to work independently (self- managed) and with other Associates in a team environment.
- Exceptional problem-solving and decision-making capabilities
- Ability to learn and adapt quickly to changing systems and new technology.
- Proven analytical skills
- Demonstrates a growth mindset, a positive attitude, enthusiasm, and assertiveness
- Strong planning and organizational skills coupled with ability to multi-task and prioritize.
- Ability to take responsibility for all actions and decisions and to follow through until a resolution is obtained.
- Advanced computer skills; Excel, Word and other Office 365 functions.

ACTIVITIES

Biking, hiking, computing, reading, writing, travelling, community service, foreign languages, mindfulness and many more.