

GALVINDER KOUR

CONTACT

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SKILLS

- Customer Assistance
- Customer Service
- Payment Collection
- Guest inquiries experience
- Records Maintenance
- Cash Drawer Balancing
- Communication skills
- Complex Problem-Solving

CERTIFICATIONS

I worked at the Daxton Hotel for a year and got a certificate for excellence in my work. participated in community service work as a volunteer and was awarded a certificate.

ACTIVITIES & HONORS

- I like to read the holy books; it is part of my daily life.
- I love swimming in my free time.

Highly-motivated employee with a desire to take on upcoming challenges and changes . Strong level of adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Great level coordination and dedication towards the work .

WORK HISTORY

October 2024 - Current

Front Desk Receptionist *The Ranch At Laguna Beach*, Laguna Beach, CA

- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.
- Maintained organized and clean front office area to create professional and welcoming environment for visitors and employees.
- Managed high-volume phone calls, directing inquiries to appropriate personnel for prompt resolution.
- Supported administrative tasks such as filing, data entry, and document preparation for more efficient office workflow.
- Handled sensitive customer information with confidentiality, adhering to company privacy guidelines.
- Completed data entry and filing to keep records updated for easy retrieval.

May 2024 - September 2024

Front Desk *Hyatt House*

- Accurately processed payments and balanced daily cash drawer, maintaining financial integrity at the front desk.
- Maintained an organized, welcoming lobby area to create a positive first impression for visitors.
- Enhanced guest satisfaction by efficiently managing check-ins and checkouts.
- Handled phone calls and inquiries professionally, directing callers to appropriate departments as needed.
- Collaborated with housekeeping staff to ensure timely room availability for incoming guests.
- Improved communication between shifts by creating detailed handover notes outlining important tasks or issues encountered during each shift.

March 2024 - May 2024

Kitchen/Cashier *Pizza Guys*

- Operated cash register efficiently and accurately, processed payments by cash, check, credit card, gift card or automatic debit.
- Conducted price checks for special orders or discounts as requested by customers.
- Maintained cleanliness of checkout area including countertops, registers, windowsills and floors.

December 2023 - May 2024

Cashier *Mountain Mikes Pizza*

- Greeted customers and answered any questions they had about the store's products and services.
- Stocked shelves with merchandise when needed.
- Provided excellent customer service while promoting loyalty programs to increase sales potential.

December 2022 - December 2023

Front Desk Agent *Daxton Hotel by Hilton*

- Greeted customers in a professional and friendly manner.
- Answered phones, responded to inquiries, and took messages.
- Assisted with check-in and check-out procedures for guests.
- Processed payments accurately and efficiently.
- Resolved customer complaints promptly and courteously.
- Provided information about hotel amenities, services, and local attractions.
- Promoted loyalty by signing customers up for rewards program and encouraged repeat stays through exceptional service.
- Completed end-of-day reporting and balanced registers to maintain financial accuracy.
- Supervised daily operations of hotel front desk in absence of manager.

December 2021 - December 2022

Front Desk Receptionist *Hyatt Hotel*

- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.
- Maintained organized and clean front office area to create professional and welcoming environment for visitors and employees.
- Scheduled, coordinated and confirmed appointments and meetings.
- Delivered outstanding first impressions by warmly greeting visitors upon arrival at the front desk.
- Opera knowledge.

EDUCATION

July 2023

BBA Airlines And Airport Management

Lovely Professional University, India