

# Gurleen Kaur

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Dynamic and dedicated hospitality student with over 4 years of comprehensive experience in the industry, seeking to contribute to a leading hotel. Demonstrated expertise in front desk operations, guest relations, and food and beverage services, with a strong focus on delivering exceptional guest experiences. Proven ability to manage multiple tasks efficiently, resolve issues effectively, and enhance overall service quality. Adept at working in fast-paced environments and committed to supporting a high-performing team while pursuing a career in hotel management.

## Effective Communicator

Leadership

Team Player

Multi-Tasking

Critical Thinking

Problem Solver

## EXPERIENCE

### Assistant Manager - Domino's Pizza, Surrey BC

October 2022 - Current

- Assist in overseeing daily store operations, including inventory management, order fulfillment, and adherence to cleanliness and safety standards.
- Ensure strict compliance with Domino's Pizza operational policies and procedures, maintaining high standards of performance and operational integrity.
- Monitor and uphold food quality standards in accordance with Domino's Pizza specifications, ensuring consistency and excellence in every product.
- Train, coach, and mentor team members to deliver exceptional service and meet performance objectives, fostering a culture of continuous improvement.
- Promote a positive and collaborative work environment that encourages teamwork, accountability, and high levels of employee satisfaction.
- Exemplify superior customer service by greeting customers, processing orders efficiently, and addressing any issues with professionalism and prompt resolution.

### Night Auditor/ Front Desk Manager – Good Knight Inn, Langley, BC

March 2022 - December 2023

- Executed comprehensive night audit procedures to ensure precise accounting and reporting of daily financial transactions and activities. Ensured compliance with audit and operational standards while balancing the accounts and managing reservations.
- Supervised and facilitated guest check-ins and check-outs, effectively managed reservation systems, and ensured high standards of guest service and satisfaction.
- Recruited, trained, and managed front desk staff, providing guidance and support to ensure exceptional service delivery and adherence to operational protocols.
- Acted as a liaison between guests, staff, and various departments, ensuring clear and effective communication to enhance operational efficiency and guest experience.

- Managed billing and payment processes, overseeing all financial transactions with accuracy and integrity to maintain financial accountability.
- Administered room availability and reservation systems, ensuring optimal allocation of resources and seamless guest bookings.
- Addressed and resolved guest complaints and emergencies promptly, implementing effective solutions to maintain guest satisfaction and operational continuity.

**Assistant Manager - Domino's Pizza**, North Vancouver, BC

*February 2021 - October 2022*

- Enhanced customer satisfaction through prompt resolution of complaints, while streamlining store operations for increased efficiency.
- Developed positive working relationships with staff and boosted morale through recognition of outstanding performance.
- Implemented effective merchandising strategies and promotions to increase sales, managed inventory levels to minimize stockouts, and conducted employee performance evaluations.
- Oversaw daily cash reconciliations, maintained a clean store environment, and ensured compliance with safety regulations.

**Hotel Front Desk Clerk - Taj Swarna**, Amritsar, India

*July 2020 - December 2020*

- Enhanced guest satisfaction by efficiently managing check-ins and checkouts.
- Streamlined reservations process for improved accuracy and guest experience.
- Assisted guests with inquiries and resolved issues promptly, ensuring positive feedback.
- Trained new front desk staff in hotel policies and procedures, maintaining consistent service standards.
- Managed a high volume of calls, directing guests to appropriate departments and services.
- Handled financial transactions accurately, ensuring proper billing and payment processing.

**Hotel Manager - Radisson**, Jalandhar, India

*March 2019 - June 2020*

- Implemented successful customer service and staff training initiatives, leading to increased guest satisfaction.
- Managed hotel operations efficiently, reducing expenses through vendor negotiation and resource optimization.
- Strengthened online presence with targeted marketing and social media engagement, while forging partnerships with local businesses for exclusive offers.
- Implemented revenue management strategies to maximize room rates and overall profitability.

## **EDUCATION**

**Acsenda School Of Management**, Vancouver, BC

**Bachelor of Hospitality Management**

*Expected December 2024*

## **VOLUNTEER EXPERIENCE**

### **Student Ambassador - Acsenda School of Management, Vancouver, BC**

- Contribute to increase enrollment by providing personalized support to incoming students during orientation week.
- Foster a positive campus atmosphere by creating welcoming spaces for student connections, promoting diversity, and inclusivity.
- Support student success through peer-to-peer mentorship, study tips, and course selection advice.
- Enhance the campus community by organizing social events and activities, and developing leadership skills through specialized training programs.

## **CERTIFICATIONS & AWARDS**

- Certificate of Serving it Right
- Certificate of Food Safe
- Recipient of Best Employee - December 2019
- Recipient of Best Manager - September 2022
- Dean's List - June 2022
- Dean's List - March 2023

## **LANGUAGES**

- English
- Hindi
- Punjabi
- French (Basic)