

AMARPREET SINGH

Professional Summary

Attentive Front Office Executive providing exceptional customer service through diligent management. Adapt at encouraging more business through meaningful engagement and a commitment to managing guest and client relations. Committed to maintaining a positive attitude while delegating front office duties to ensure smooth operations.

Employment history

Front Office Executive (Lead 1), Lemon Tree Hotel. Baddi, HIMACHAL PRADESH

Oct. 2021 – Present

- Supervise the operations of the front desk to ensure an optimal level of service and hospitality is provided to the guests.
- Keep records of room availability and guests' accounts, manually or using computers.
- Make and confirm reservations.
- Ensures safety by following guest check in and security procedures and reporting suspicious activity to security, manager, or MOD.
- Post charges, such those for rooms, food, liquor, or telephone calls, to ledgers manually or by using computers.
- Review accounts and charges with guests during the check-out process.
- Arrange tours, taxis, or restaurant reservations for customers.
- Takes responsibility in the absence of the Front Office Manager
- Making & Maintaining Daily Reports

Front office Supervisor, Lemon Tree Hotel. Baddi, HIMACHAL PRADESH

Oct. 2019 – Sep. 2021

- Taking Over the responsibilities of associate.
- Performs other duties as assigned, requested or deemed necessary by management.
- Ensure Front office log book and hotel log book is always updated.
- Participate in hotel committees and task force assignments.
- Assist all departments in servicing the guests during high volume periods.
- Make and confirm reservations.
- Keep records of room availability and guests' accounts, manually or using computers.
- Post charges, such those for rooms, food, liquor, or telephone calls, to ledgers manually or by using computers.
- Advise housekeeping staff when rooms have been vacated and are ready for cleaning.
- Arrange tours, taxis, or restaurant reservations for customers.

Guest Service Associate, Lemon Tree Hotel. Baddi, HIMACHAL PRADESH

Sep. 2018 – Sep. 2019

Personal info

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H No. 186, Street No. 3B Guru Nanak Pura, Phagwara, 144401 (IN)

Skills

Attention to Detail

Teamwork

MS Office

PMS Software (Protel)

Team Management

Languages

English

Punjabi

Hindi

- Register guests and assigns rooms. Accommodates special requests whenever possible.
- Process guest check- in's & Check – out's.
- Assists in pre-registration and blocking of rooms for reservations.
- Knows the location and types of available rooms as well as the activities and services of the property.
- Coordinates room status updates with the housekeeping department by notification housekeeping of all checkouts, late checkouts, early check-ins, special requests, and day use rooms.
- Possesses a working knowledge of the reservations department.
- Takes same day reservations and future reservations when necessary. Knows cancellation procedures. Knows how to use front office equipment.
- Processing Night Audit, Closing the day.

Education

Lovely Professional University, Phagwara, Punjab

Bachelor of Science, Airlines, Tourism & Hospitality, May. 2018

DECLARATION

I hereby declare all that above-mentioned information is true to the best of my knowledge.

(Reference: will be gladly furnished upon request)

Amarpreet Singh

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