

Harpinder Singh

16 Mackay Street, North
Brampton, ON L6S 3A2
(437) 818-1815
Harpinderdhillon09@gmail.com

Education

Humber Institute of Technology & Advanced Learning

Sept 2023 - Present

Toronto, ON

Hospitality & Restaurant Operations Management Program

State Institute of hotel management

July 2017 – May 2021

Bachelor of Science in Hospitality and Hotel Administration

Experience

JW Marriott Hotel

June 2022- July 2023

Chandigarh, India

Receptionist

The JW Marriott Hotel in Chandigarh, India, features a superb location, opulent lodging, and tasteful finishing touches. It is the city's largest hotel rooms have plush beds, marble bathrooms with bathtubs and Wi-Fi. Duties include:

- Welcoming guests and checking their details against their bookings and allocating guests their rooms and providing keys.
- Providing concierge services, such as booking theatre tickets. arranging travel and providing information about local amenities and attractions.
- Checking guests out, taking payments and returning deposits.

Radisson Blu Hotel

Nov 2020- May 2022

Amritsar, PB, India

Telephone Agent

The Radisson Blu Hotel Amritsar offers visitors a practical haven away from the hustle and bustle of the city. They provide stunning lawns and the largest ballroom in the city in addition to on-site amenities, making it the perfect venue for business events, and weddings. Duties include:

- Answer incoming calls and provide callers with the requested information.
- Transfer calls to appropriate personnel or departments.
- Ensure customers' satisfaction by providing accurate information in a timely manner.
- Handle customer inquiries and complaints in a polite and professional manner.

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**Hotel Hyatt Regency
Amritsar, PB, India**

June 2018- Oct 2018

Interdepartmental Industrial Intern

- Assisted in managing guest's check-ins and check out and Collaborated with the reservation team to handle guest inquiries, room bookings etc.
- Worked closely with the restaurant staff to ensure a seamless dining experience for guests.
- Collaborated with Housekeeping team to maintain cleanliness aesthetics of guest rooms.

Certifications

- AODA – Customer service training.
- MOL – Health and safety training.
- Topsy – introduction to front office.
- Topsy – Front desk check in & check out.

Other Qualifications

- Languages – English, Punjabi, Hindi
- Microsoft Office Suite
- CRM – Customer Relationship Management
- PMS – OPERA