

Navreet kaur

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PROFILE

Hardworking professional offers demonstrated success in leading teams and managing projects to successful completion. Skilled in problem solving and conflict resolution with a strong focus on customer service and satisfaction. Proven track record of developing and implementing successful strategies to optimize performance, increase efficiency, and improved quality. Experienced in budgeting and financial management goals.

KEY COMPETENCIES

Housekeeping	empathy and compassion	professional
patient customer service skills	recruiting and interviewing	proactive and self-motivated
quick, understanding, attentive	strong interpersonal skills	Exceptional organisational skills

PROFESSIONAL EXPERIENCE

Freshslice pizza **Feb2021- Present**
Assistant Manager

In my role as an F&B Manager at work is, I oversaw the daily operations of the department, ensuring adherence to health, safety, and quality standards. My responsibilities included recruiting, training, and supervising staff, conducting performance reviews, and managing operational performance to meet established expectations. I maintained a clean, safe, and organized store environment, which significantly enhanced the customer experience. I developed strong relationships with staff, creating a positive work atmosphere, and closely monitored cash intake and deposit records to increase accuracy and reduce discrepancies. Additionally, I conducted regular safety inspections to ensure compliance with regulations and actively engaged with customers to gather feedback for service and product improvement. My role also involved training new employees in various aspects such as product knowledge, customer service, cash handling, and safety protocols.

A&W **Sep2022-July2024**
Cashier

At A&W, I was responsible for delivering exceptional customer service by greeting customers with a friendly demeanor and promptly addressing their needs. My role involved efficiently processing transactions, accurately handling orders, and providing assistance to ensure a smooth experience. I honed my customer service skills through consistent interaction, resolving any issues that arose, and ensuring each customer left satisfied. This position allowed me to contribute to a positive atmosphere in the store and improve overall customer satisfaction through reliable and attentive service.

EDUCATION

Canadian College
Hospitality Management
Jan2021-Sep2023

Western Community College

Health Care Assistant Program
July 2024- Dec2024

CERTIFICATIONS

Food Safe Level 1
First Aid
CPR

References Will Be Provided Upon Request