

HARDEEP SINGH GERIWAL

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Career Overview & Objective

High-energy, results-oriented professional with over Nine years of supervisory, Hospitality, and customer service experience. Proven ability to motivate employees to achieve optimum performance levels and meet Employers expectation. Skilled in MS Word, Excel, PowerPoint, Highly experienced in negotiation and managing vendor contracts. Exemplary customer service skills.

Skills, experience and personal attributes

Excellent written and oral communication skills.

Capacity to show initiative and apply new concepts.

High work ethic and professional approach to all obligations and commitments.

Ensuring dining facilities comply with health regulations and are clean, functional and of suitable appearance

Conferring with customers to assess their satisfaction with meals and service

Possess and exercise a genuine interest in people.

Able to operate independently and in a team environment.

Delegation, implementation, time management and monitoring skills.

Customer Service Management

Excellent customer/client service and interpersonal skills.

Computer literate and computer software specific to the child care industry.

Professional Qualifications

Diploma in Business Management	2014
Diploma in Graphic and Multimedia	2011
Certificate III in Aged care	2012
Certificate IV in Aged care	2013
Certificate II Security Services	2016

Professional Experience Summary

I am currently workin at Calvary Aged Care as Assistant in Nursing from 2015 till date.

I Worked at Punjabi Junction Indian Retaurant as Manager from August 2014.

I worked at Moran Health Care Pvt.Ltd as Cert IV Team Leader For 2.8 Years.

I worked at Catholic Health Care Services as Personal Carer Assistant For 1.5 years
I worked at Taj Mehal Indian & Kaffino Pvt Ltd for 1.0 Year.
I worked as Supervisor at Sydney Sand And Cement For 2 Years.

PROFESSIONAL EXPERIENCE

Sydney Sand And Cement Pvt.Ltd

Take customer calls, customers queries and assist customers in taking orders.Maintaining records of stock levels transactions.

Ensuring comply with health regulations and are clean, functional and of suitable appearance.

Controlled stock rotating and coding all products and remove out-of-code merchandise.

Liaising closely with stakeholders to ensure customer needs are met.

Conferring with customers to assess their satisfaction with products and service.

Providing outstanding customer service to customers and ensuring, at all times, that the company is positively promoted.

Arranging the purchasing and pricing of goods according to price list.

Answered phone and took orders for particular requested items.

Abided by all business policies as stated in the worker handbook.

Assisting in selecting, training and supervising staff.

Maintaining a hygienically clean and safe working environment by adhering to OH & S policies and procedures, monitoring of products and recording of results.

Stock Control: assists in ordering, presentation, merchandising and promotions.

Moran Health Care Pvt.Ltd

Managed operations in terms of Supervising and scheduling functions. Greeted Residents and guests and make sure the needs are met accordingly.

Ensured provision of service in terms of order accuracy and time management.

Ensured smooth coordination between the back-end and front-end activities.

Ensuring dining facilities comply with health regulations and are clean, functional and of suitable appearance.

Managed inventory and stocks and supplies. Managed resident complaints and queries.
Assisting residents with their personal care, health care requirements are met.
Ensuring the work procedure is carried out with compliance to policy and procedures maintaining OH & S standards.

Taj Mehal Indian & Kaffino Pvt.Ltd

Assisting with customer service and desk operation.

Ensuring dining facilities are clean, functional, suitable and comply with health regulations .

Managed inventory and stock supplies.

Providing excellent customer service and always promoting company positively.

Assisting with customer calls, customer queries and serving customer.

Ensuring work procedure is carried out with compliance to OH&S policy and procedures.

Maintaining working efficiently and unsupervised in busy business hours.

Catholic Health Care Services

Assisting residents with their daily living routine and providing personal nursing care allied services.

Assisting residents of the Aged care with maintaining their quality of life.

Assisting residents with their meals, serving them, providing with quality assurance.

Ensuring serving areas or dining area are clean, functional and have suitable appearance.

Ensuring stock are maintained, marked and stored in appropriate place.

Household activities are performed in regards to policy and procedures logged.

OH&S procedures are followed and used while assisting.

Family members and relatives when arrived are comfortable and ensured are served well.

Assisting new employees or trainees are helped and trained as per curriculum.

Punjabi Junction Indian Restaurant

Take customer calls, customers queries and assist customers in taking orders. Maintaining records of stock levels transactions.

Ensuring comply with health regulations and are clean, functional and of suitable appearance.

Controlled stock rotating and coding all products and remove out-of-code merchandise.

Liaising closely with stakeholders to ensure customer needs are met.

Conferring with customers to assess their satisfaction with products and service.

Providing outstanding customer service to customers and ensuring, at all times, that the company is positively promoted.

Arranging the purchasing and pricing of goods according to price list.

Answered phone and took orders for particular requested items.

Abided by all business policies as stated in the worker handbook.

Assisting in selecting, training and supervising staff.

Maintaining a hygienically clean and safe working environment by adhering to OH & S policies and procedures, monitoring of products and recording of results.

Stock Control: assists in ordering, presentation, merchandising and promotions.

Calvary Aged Care And Retirement Community

Managed operations in terms of Supervising and scheduling functions. Greeted Residents and guests and make sure the needs are met accordingly.

Ensured provision of service in terms of order accuracy and time management.

Ensured smooth coordination between the back-end and front-end activities.

Ensuring dining facilities comply with health regulations and are clean, functional and of suitable appearance.

Managed inventory and stocks and supplies. Managed resident complaints and queries.

Assisting residents with their personal care, health care requirements are met.

Ensuring the work procedure is carried out with compliance to policy and procedures maintaining OH & S standards.

Strength

Excellent written and verbal communication skills, with an eye for detail.
Extremely productive in a high volume, high stress, environment.
Hands-on experience in a restaurant or hospitality environment
Proficient in the use of Windows Based computers.
Self-starter with a can do attitude.
Enthusiastic.
Can perform well under pressure.
Adaptability Skills.
Ability to work in a team environment.
9 + years of client service.

Interest

Socializing and meeting new people.
Making new friends.
Internet and
Exercise.

Referees

Goreebye C. Loyala (Registered Nurse) @ Calvary Aged Care 0409795712.
Beant Kaur (Registered Nurse) @ Moran Aged Care 0402256167.
George Khouri (Director) @ Sydney Sand and Cement 0405117777.
Catherine Chandler (Manager) @Holy Spirit Aged Care 0297712196.