



DEEPAK KUSHWAHA

General Manager

EDUCATION

2007 - 2010

**BACHELOR OF SCIENCE
UNIVERSITY OF MUMBAI**

- Hotel Management

2005 - 2007

**BACHELOR OF ART
PURVANCHAL UNIVERSITY**

- Sociology.

LANGUAGES

- Hindi
- English
- Bhojpuri

CONTACT

📞 +91 9892697396

✉️ Kushwahadeepak001@gmail.com

📍 ROOM NUMBER 104,
ANUSAYA BHawan, KISAN
NAGR THANE
WEST, MUMBAI

BOD:- 19-April-1986

Father's Name:-

Manikchand Kushawaha

Hobbies & Interest:-

Listening Music & Traveling

PROFILE INFO:

Ensuring high standards of service, addressing guest concerns promptly, and constantly seeking ways to enhance the guest experience.

Managing the profitability of the hotel, overseeing revenue targets and creating budgets for individual departments.

OBJECTIVE:

To pursue a career with a prestigious organization, which could help to develop myself and give me proper opportunities to enhance the company's good will and worth with the best of my efforts and abilities.

EXPERIENCE:

General Manager (Pre-Opening)

July 2024 - till date

Keys Select by Lemon Tree Hotels,

Shivpuri (M.P.), 50 keys hotel

- Oversee the operations functions of the hotel, as per the Organizational chart.
- Hold regular briefings and meetings with all heads of departments.
- Ensure full compliance with Hotel operating controls, SOPs, policies, procedures, and service standards.
- Lead all key property issues including capital projects, customer service, and refurbishment.
- Handling complaints, and overseeing the service recovery procedures.
- Responsible for the preparation, presentation, and subsequent achievement of the hotel's annual Operating Budget, Marketing, and sales Plan and Capital Budget.
- Manage the ongoing profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.
- Coordination with HOD's for the execution of all activities and functions.
- Overseeing and managing all departments and working closely with department heads daily.

SKILLS

- Great communication skills
- Conflict-management skills
- Interpersonal skills
- Attention to detail
- Operational skills
- Ability to multitask
- Financial management
- Leadership
- Dedication
- Positive attitude
- Emotional intelligence
- Cultural awareness
- Team spirit
- Techno savvy

ADDITIONAL QUALIFICATIONS:

- Ms-cit (Maharashtra state certificate in information technology, April 2009).

STRENGTH

- Positive attitude.
- Never say no to work.
- Quick learner.
- Friendly nature

Room Division Manager

Sep 2023 - July 2024

Surya Kaiser Palace, Varanasi

75 keys hotel

- Support the General Manager in property initiatives
- Oversee cleanliness of hotel's public areas
- Daily staff attendance, training and communication
- Recruitment for front office and housekeeping divisions
- Ensure property meets brand standards
- Ensure security of facility
- Oversee housekeeping supervisors
- Oversee inventory and ordering
- Reviewing guest reviews for improvements
- Oversee front office operations

Front Office Manager

Feb 2022 - Sep 2023

Gulab Kothi by Royal Orchid Hotels, Varanasi

75 keys hotel

- Check cashiers in and out and verifies banks and deposits at the end of each shift.
- Enforces all cash-handling, check-cashing, and credit policies.
- Conducts regularly scheduled meetings of front office personnel.
- Wears the proper uniform at all times. Requires all front office employees to wear proper uniforms at all times.
- Upholds the hotel's commitment to hospitality.
- Prepare performance reports related to front office.
- Works within the allocated budget for the front office.
- Maximize room revenue and occupancy by reviewing status daily. Analyze rate variance, monitor credit report and maintain close observation of daily house count. Monitor selling status of house daily flash report, allowance etc.
- Monitor high balance guest and take appropriate action.
- Ensure implementation of all hotel policies and house rules.
- Operate all aspects of Front Office computer system, including software maintenance, report generation and analysis, and simple configuration changes.
- Prepare revenue and occupancy forecasting.
- Ensure logging and delivery of all messages, packages, and mail in a timely and professional manner.
- Ensure that employees are, at all times, attentive, friendly, helpful and courteous to all guests managers and other employees.
- Monitor all V.I.P's special guests and requests.
- Review daily front office work and activity reports generated by Night Audit.
- Review Front office log book and Guest feedback forms on a daily basis.
- Maintain an organized and comprehensive filing system with documentation of purchases, vouchering, schedules, forecasts, reports and tracking logs.
- Perform other duties as requested by management.

Tridev Hotel, Varanasi**45 keys hotel**

- Ensure front desk is tidy and has all necessary stationery and material (e.g. pens, forms and informative leaflets)
- Train, supervise and support office staff, including receptionists, security guards and call center agents
- Schedule shifts
- Ensure timely and accurate customer service
- Handle complaints and specific customers requests
- Troubleshoot emergencies
- Monitor stock and order office supplies
- Ensure proper mail distribution
- Prepare and monitor office budget
- Keep updated records of office expenses and costs
- Ensure company's policies and security requirements are met

Assistant Front Office Manager

May 2019 - Mar 2021

Balaji Sarovar Premiere, Solapur**129 keys hotel**

- Customer Satisfaction (Guest Feedback, Social Media Review).
- Financial Performance (Up-selling, Room Revenue, Operation Auditing).
- Showing Initiative, Problem Solving, Staff Training, Team Leading.
- Manages and motivates the Front Office team in order to provide a high standard of service for customers.
- Welcomes guests and fosters customer loyalty through his/her friendly manner.
- Develops high-quality relationships with guests throughout their stay.
- Handles any guest complaints or contentious issues that cannot be settled directly by team members and provides a fast solution.
- Oversees and supervises guest arrivals and departures with the front office executive and duty managers.
- Provide a high level of customer service and maintain a high profile in the day-to-day front office operations.
- Ensure that personalized service is offered to each and every guest.
- Ensures that the pricing policy and internal audit procedures are duly applied.
- Supervises the management of debtors, group and individual guest invoicing and cash operations.
- Monitor all executive floor executives to ensure maximum guest satisfaction through personal recognition and prompt cordial attention from arrival through departure.
- Ensures that the workplace remains clean and tidy
- Makes sure that the hotel's pricing policy and sales pitches are duly applied in order to optimise RevPAR.

Duty Manager

May 2016 - May 2019

Fariyas Resort, Lonavala (Maharashtra)**163 keys hotel**

- Ensure the smooth running of service when you are on duty. Promote a professional and hospitable image to the guest. Give full cooperation to any guest requiring assistance with a prompt, caring and helpful attitude. Be flexible in assisting around the Hotel in response to business and guest needs.
- Maintain regular and efficient communication relating to your shift and attend all hotel meetings as required. Ensure the security of the hotel, stocks and keys at all times whilst on duty.
- Assist with the personnel and training function in the hotel, taking on specific responsibilities in this area.
- Take on supervisory responsibilities in specific departments as required and assist in all Catering areas operationally. Attend any training meetings as required.
- Assist in the training and induction of new staff in conjunction with the Heads of Department.
- Assist the Operations manager in complying with legal obligations in relation to Health & Safety. Ensure that risk assessments are carried out and reviewed regularly.
- Identify and report maintenance requirements/hazards in the workplace.
- Assume responsibility whilst on duty for any emergency situations in line with procedures.

Vihang's Inn, Thane (Maharashtra)**65 keys hotel**

- Assisting the Front Office Manager in managing the operations of the department.
- Monitoring the daily operations of front office
- Training the associates for maintaining consistent standards of work in daily operations
- Handling group arrivals
- Blocking of the rooms.
- Training the associates for the up sell programs of the hotel.
- Monitoring the reservation processes for important corporate clients.
- Handling guest complaints and ensuring the guest enjoy a comfortable stay.
- Responsible for coming up with new ideas to improve the arrival or departure experience of the guests.
- Supervising the various activities going on in the hotel and ensuring everything to be well.
- Responsible for maintaining a track of various guest issues and coming up with new ideas to minimize them.

Front Office Associate

Jun 2010 - Mar 2012

Fariyas Resort, Lonavala (Maharashtra)**163 keys hotel**

- Register guests and assigns rooms. Accommodates special requests whenever possible.
- Assists in pre-registration and blocking of rooms for reservations.
- Thoroughly understand and adheres to proper credit, check- cashing, and cash handling policies and procedures. Understands room status and room status tracking.
- Knows room locations, types of rooms available, and room rates.
- Must be sales-minded. Presents options and alternatives to guests and offers assistance in making choices.
- Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.
- Knows the location and types of available rooms as well as the activities and services of the property.
- Possesses a working knowledge of the reservations department. Takes same day reservations and future reservations when necessary. Knows cancellation procedures.
- Maintains guest room key storage, and maintains and supervises access to safe deposit boxes.
- Knows how to use front office equipment.

AWARDS AND ACHIEVEMENTS:

- Completed six months of Industrial Training from Comfort Inn Heritage Hotel, Byculla (E), Mumbai.
- Employee of the Month –Based upon guest comments & manager's view in Fariyas Resort.
- Got Pre – Opening Hotel certificate from Gulab Kothi (Royal Orchid Group of Hotels).

Date.....

Deepak Kumar Kushwaha

Place.....

Signature