

# Deepak Khulway

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605/C, Dashmesh Nagar  
Naya Goan, Mohali, Punjab, India  
Mobile Number: +91 9872139002  
[deepak.khulway@ymail.com](mailto:deepak.khulway@ymail.com)

## SUMMARY

A self-motivated individual with a positive approach and the ability to lead and motivate others whilst delivering effective results, I can implement and maintain the highest standards of hotel service, and deliver an unforgettable guest service. I was Night Manager at Heritage Hanmer Springs for Heritage, 4.5 Star Hotel with 64 rooms & suits. Right now, I am looking for an exciting opportunity within an establishment that is committed to personal and career development. I have good command over English and few Indian dialects (Hindi and Punjabi).

## EDUCATION & Certificates

|   |                    |
|---|--------------------|
| <b>Graduate Diploma in Hotel Management</b> (Level 7)     | Nov 2012- Nov 2013 |
| Waiariki Institute of Technology,<br>Rotorua, New Zealand |                    |

|   |                      |
|---|----------------------|
| <b>Bachelor's Degree in Airline, Tourism and Hospitality Management</b> | July 2008- July 2011 |
| From ITFT Institute, Chandigarh, India                                  |                      |

**\*General Manager's Certificate (New Zealand)**

**\*LCQ (License Controller's Qualification) (New Zealand)**

**\*First Aid Certificate (New Zealand)**

## WORK EXPERIENCE

|                                      |                           |
|--------------------------------------|---------------------------|
| <b>Night Manager</b>                 | November 2016 – June 2020 |
| Heritage Hanmer Springs, New Zealand |                           |

1. Night Auditing
2. Preparing daily financial reports
3. Counting and balancing hotel safe and tills
4. Training staff (if necessary)
5. Responsible for Hotels & Guests safety

6. Maintaining interdepartmental communication for smooth functioning
7. Managing license property and maintaining host responsibility
8. Up selling hotels rooms
9. Handling guest complaints on phone or face to face
10. Preparing briefing sheet for HOD's
11. Taking telephonic as well as walk in reservations
12. Preparing EOM reports in the absence of Front Office Manager
13. Weekly revenue report as well as the Daily BI report (business intelligence)
14. Commissions reconciliation, month end forecast report, compiling the monthly owners report as well as online travel agent (OTA) statistics.

### **Night Auditor**

June 2015 – October 2016

Heritage Auckland, New Zealand

1. Rate check for the rollover
2. Night Auditing
3. Preparing daily reports
4. Managing the property in the absence of night manager
5. Counting and balancing hotel safe
6. Late check-in
7. Making briefing sheets for the morning shift
8. Valet Parking

### **Guest Service Agent**

June 2014 – June 2015

Heritage Auckland, New Zealand

### **Kitchen Steward**

Jan 2014- June 2014

Novotel Rotorua Lakeside & ibis Rotorua, New Zealand

## **SKILLS**

1. Customer service oriented, proactive, friendly and coordinating
2. Time management and strong organizational skills
3. High level customer service
4. Good memorizing and mathematical skills
5. Knowledge of all MS Office programs e.g.: Excel, Power point, Word.
6. First Aid Certification for health & Safety protocols and procedures
7. Flexible in working shifts – day/night and weekends.
8. Having a tenacious and 'can do' attitude.
9. Ability to identify, understand and give priority to urgent issues.
10. India & New Zealand full driving license

11. Strong cash handling skills, telephone manners & mathematical skills
12. Knowledge of Opera, IDS & Room master
13. Able to supervise a team, perform multitask to achieve best result under pressure
14. Excellent sales and business skills

### **Personal Information**

|                 |   |                                    |
|-----------------|---|------------------------------------|
| Father's Name   | : | Mr. Khemanand Khulway              |
| Nationality     | : | Indian                             |
| Date of Birth   | : | 31 <sup>st</sup> October 1990      |
| Gender          | : | Male                               |
| Marital Status  | : | Married                            |
| Languages Known | : | English, Hindi & Punjabi           |
| Strengths       | : | Hard working, Adaptable, Confident |

### **Personal Interests**

I like meeting new people and talking to them. I like to travel and drive. I like watching and playing cricket.

### **REFERENCES**

References will be provided, when required for further processing.

**Thank You!!!**