

DEEPA GURUNG

SKILLS

- Customer Relations
- Providing excellent customer service
- Diplomacy
- Patience
- Leadership and training
- Capable of managing high volume and fast paced service

EDUCATION

Hospo Start, Restaurant Association of New Zealand

May 2019

Entry Level Hospitality Training

- NZQA Food Safety – US20666
- First Aid, St John 3hr Hospitality Course

Concordia Institute of Business

2011-2012

Diploma Management Level 5

Amar Singh College, Nepal

2007-2009

Higher Secondary Management

INTERESTS

- Swimming
- Water Sports
- Cooking
- Painting

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ADDRESS : Auckland, City

ABOUT ME

I have 7 years experience in the hospitality industry and I am a solo parent. I believe this has given me the strength to deal with working under pressure while also staying organized and level headed. I am currently looking for a position as a barista where I can add to my skill set and learn enough to one day open my own café.

WORK EXPERIENCE

Sales Assistant

Aelia Duty Free/ Feb 2018-March 2018

- Reaching sales targets
- POS and cash handling
- Product knowledge
- Resolving guest complaints
- Providing professional level of customer service

Store Manager

Avachi Fried Chicken/ Sep 2011-Nov 2017

- Managing staff and rosters
- Training new team members
- Cash handling and sales reports
- Leading team meetings and performance reviews
- Increased sales by 30% and reduced food costs
- Implemented food preparation practices to reduce wastage

Receptionist

Third Eye Institute, Nepal/ May 2007-April 2009

- Attending phone calls
- First point of contact
- Organising couriers
- Buying stationery
- Emails and inbound calls
- Co-ordinating student enrolments

REFERENCES

Gaurau Khanal

Manager, Avachi

Ph: 021 028 92168

Ayoush Shrestha

Manager, Aelia Duty Free

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