

Oytun Cevik

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PERSONAL

Date of Birth: 11th May 1977
Citizenship: New Zealand

OBJECTIVE

General Manager

EMPLOYMENT HISTORY

Beachfront Hotel Hokitika, Mainstay Hotels

General Manager May 2015 – Present

Hotel Grande Auckland Airport, Naumi Hospitality

Rooms Division Manager March 2015 – May 2015

Part of the Pre-opening team for Hotel Grande by Naumi Hospitality.

Hotel Grand Chancellor Auckland Airport (4*)

Executive Assistant Manager August 2013 – March 2015

Rooms Division Manager May 2012 - August 2013

- Full Responsibility of the Rooms Division and Food & Beverage.
- In charge of the hotel in the absence of General Manager
- Prepare budgets for departments and contribute in budget process with General Manager where required.
- Ensure the Hotel operation is compliant with all government legislation in regards to the workplace and all licenses (Food & Liquor, General Manager Certificates, Building Registration and Warrant of Fitness Certificate, On and Off Licenses) are valid and renewed in time, including and not limited to responsible alcohol service, food safety, and occupational health and safety.
- Assist HR with recruitment, training, disciplinary where required and manage all staff performance reviews
- Provide leadership and direct with clear communication to employees to achieve common goals
- Oversee and assist conference department
- To ensure rooms and hotel in general are at the highest standards.
- Conduct weekly walk around with Maintenance Manager to identify areas of concerns and advise remedial work requirements.
- Prepare and present Capex items where required.

- Operational flexibility in all key areas of the hotel, when occupancy and staffing levels require additional hands-on operational experience
- Complete and strategically review daily, weekly and monthly reports to evaluate any areas of concern or development that should be targeted, address all items which require a high sense of urgency and for those less urgent, create strategic date sensitive action plans
- Deal effectively with difficult situations in the best interests of the Hotel owners, employees and guests. Handle difficult situations utilizing conflict resolution and calm authority.
- Monitor and respond to all guest feedbacks
- Proactively create projects and manage any delegated by the General Manager from time to time, which will ensure the standard, guests experience and competitiveness of the property is continually improved
- Ensure all stock takes (food beverage, operating equipment) are completed in a timely manner as directed and are accurate in respect to count and cost extension
- Assist chef with the renewal of the outlet menus (Restaurant, Bar, Room Service) every six months and uploading them correctly in the Hotel POS system for the roll out day.
- Review and renewal of beverage menu ensuring that correct cost calculation percentage is adhered to as per budget parameters
- Continually improve Food and Beverage product and services according to the demands of our specific markets in liaison with Chef and outlet supervisors
- Review all staffing schedules against operating requirements and revenue forecasts to ensure staff are being utilized effectively, productively and within budget parameters.
- Ensure a sound knowledge of and be aware of IT system recovery procedures where relevant.
- Ensure Hotel's credit policy is adhered to
- Ensure all Night audit procedures are completed and end of day closing, transaction reconciliation and revenues are accounted for and accuracy of flash report
- Attend weekly revenue meetings along with General Manager, Director of Sales and Revenue Manager to discuss strategies to maximize revenue within the market. Suggest appropriate adjustments where required.
- Participate Head of Department and other departmental meetings where possible to discuss the areas of attention/improvements.
- Successful Project Management of 106 bathroom refurbishment. (Planning, distribution of the responsibilities to both Maintenance department and tradesmen such as electrician, plumbers, tillers) without any disruption to the profitability of the business
- Project Management of the guest and business WIFI internet upgrade. (Managing and controlling the full project)

Pullman Auckland, New Zealand (5*) March 2011 – May 2012

Front Office Assistant Manager

- In charge of smooth running of Front Office and Concierge on a daily basis
- Ensure all guest feedbacks are handled on a timely manner
- Prepare room allocation for next day arrival
- Complete VIP reports for room service
- Meeting and greeting VIP guests to the hotel on a daily basis
- Attend HSK briefings to discuss the day in general and VIP arrivals
- Roster Management
- Conducting performance reviews

All Seasons Christchurch, New Zealand (3*) Nov 2009 – Mar 2011

Front Office Manager

- In charge of the hotel in the absence of General Manager.
- Managing, developing and leading the Front Office Team
- Ensure that guest satisfaction is exceeded
- Responsible for staff trainings, development programs, KPIs, recruitment.
- Promote Accor Loyalty programs - A Club, Advantage Plus
- Monitor staff performance and complete all performance appraisals
- Effective rostering
- Monitor Accor Guest Book closely to address guest feedbacks and share those with staff and Head of Departments
- In-Charge of completing the End of Month HR reporting
- Take active role in Yield Management to maximize revenue
- Complete all End of Month tasks and distribute reports to head office and Finance accurately and on time.
- Complete hotel monthly order.
- Monitor and manage OSH within the hotel and report areas of concerns to GM.

Accounts Receivable

- Full responsibility of account receivable.
- Ensure that guest accounts are invoiced accurately with correct charge back documents and send out to the suppliers on time
- Ensure payments are received on time.
- Allocate payments into the correct accounts accordingly.
- Perform a ledger debtor analysis report for End of Month

Millennium Hotel Queenstown, New Zealand (4.5*)

Mar 2006 – Nov 2009

Receptionist, Duty Manager, Acting Front Office Manager

- Manage and lead the front office team
- Provide training sessions for staff to exceed customer expectation
- Responsible for effective rostering
- Complete all End of Month tasks effectively
- Assist finance department with enquiries for accounts receivable.
- Responsible for interviewing, recruitment and staff performance appraisals
- Promote Club A La Carte membership program
- Assist reservations where required.

Heritage Queenstown, New Zealand (4.5*) Nov 2002 - Mar 2006

Housekeeping Supervisor & Self Checker

- Complete room allocation for the staff
- Inspecting rooms and ensure they are cleaned at the highest standards
- Overseeing public areas and linen
- Manage productivity
- Log any lost property and manage it accordingly
- Provide staff with trainings
- Performance management of staff
- Close communication with other departments, front office and Engineering
- Reporting damages and faults
- Take extensive part with Qualmark Assessment

Chateau Elan Winery & Resort Atlanta, Georgia, USA (5*)

May 2000 – Jan 2002

Housekeeping Supervisor

- Checking rooms and ensure they are cleaned at the highest standards
- Overseeing public areas and linen
- Manage productivity
- Log any lost property
- Provide staff with trainings
- Performance management of staff
- Close communication with other departments, front office and Engineering
- Reporting damages and faults
- Supervise turn down service

Front Office Receptionist

- Complete check in and checkout guests
- Answer all in- coming calls
- Complete guest credit check
- Assist guest with enquiries
- Help reservation where needed

Front Office Bellman

- Assist guest with bags
- Provide guest with assistance for sightseeing
- Help reception where required
- Provide valet service
- Deliver guest messages

Front PABX Operator

- Answer all incoming calls internally and externally
- Direct guest calls to the correct departments
- Complete all wake up calls and monitor them to ensure they run correctly
- Assist reception where required

Food & Beverage Banquet Server

- Setting up ballroom for functions
- Ensure all white wares and silver wares are placed correctly
- Attend banquet pre-function briefings
- Serve guests and assist them with their requests.

Ankara HILTON, Turkey (5*) Jun 1999 –Sep 1999
(First Internship)

Housekeeping Supervisor

- Checking rooms and ensure they are cleaned at the highest standards
- Overseeing public areas
- Manage productivity
- Log any lost property and manage it accordingly
- Provide staff with trainings
- Close communication with other departments, front office and Engineering
- Reporting damages and faults
- Coordinate Linen on a daily basis

EDUCATION

1997 - 2000 Educational Institute Of American Hotel & Motel Association

Educational Institute Of American Hotel & Motel Association Diploma *With Honors*

Achievements during Hotel Management Education

- Front Office Procedures
- Marketing of Hospitality
- Food & Beverage Management
- Housekeeping Management
- Hospitality Supervision
- Basic Financial Accounting For Hospitality Industry
- An Introduction to Hospitality Today
- Convention Management & Services
- Human Resources Management
- Food & Beverage Cost Controls
- Hotel & Motel Security Management
- International Hotel Development & Management

1996 - 1997 Turkish & American Association Ankara, Turkey

- English Language Course

1990 - 1993 Imrahor Mechanic High School Ankara, Turkey

- Diploma of Mechanic and Engineering School of Education

SKILLS**Computer Skills**

- Opera
- Fidelio
- Room Master Rooms Management System
- Epitomi Rooms Management System
- Spring Rooms Management System
- THS Rooms Management System
- HMS Rooms Management System
- MS Word, Excel, Outlook

**TRAININGS
ACCOMPLISHMENTS**

- Positive Associate Relations
- Interviewing Skills
- Professional Business Attire
- Problem Solving
- Time Management
- Progressive Discipline
- Peer Review Panelist
- Hospitality Standards Institute On-The-Job Training
- License Controller Qualification by Nelson Marlborough Institute of Technology
- Fire Warden Training
- GM Certificate
- Operational Finance with Academy Accor
- So You Think You Can Sell/ Sales Fundamentals
- Revenue Campus
- Manual Handling with Academy Accor
- Arms Hold Up with Academy Accor

REFERENCES

Hazel Rigler
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HOBBIES

Photography, Automotive, Soccer