

ASANYE SOLOMON

Hospitality consultant | Tour guide | Administrator



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Lagos, Nigeria

PROFESSIONAL SUMMARY

Experienced Public Relations Manager, Customer Service Professional, Hotelier, and Hospitality Consultant with a strong background in building brand reputation and delivering excellent client and guest experiences. I have worked across customer-facing roles where I developed practical skills in communication, problem-solving, and service delivery. I am confident in managing relationships, handling client needs, and maintaining high service standards in fast-paced environments. I bring a hands-on approach to hospitality operations and enjoy creating experiences that keep customers satisfied and coming back.

PROFESSIONAL EXPERIENCE

ALWAYS INN, GENERAL MANAGER\ RESTAURANT FLOOR MANAGER

May 2025 - Present
Lagos, Nigeria

- **Multi-Unit Operations Management:** Oversee daily operations across high-volume clubs, lounges, hotels, and bar-driven restaurants, ensuring operational efficiency, revenue growth, and high customer satisfaction.
- **Operations Management:** Manage end-to-end operations including staff supervision, inventory control, and service delivery, ensuring seamless execution and consistent achievement of guest experience standards.
- **Team Leadership & Development:** Build, train, and lead high-performing teams by fostering a culture of accountability, excellence, and continuous improvement.
- **Revenue Growth Strategy:** Develop and execute revenue-driving strategies, including menu engineering, pricing optimization, and targeted marketing initiatives to maximize profitability.
- **Customer Experience Management:** Deliver exceptional guest experiences by implementing service standards and engagement strategies that drive customer loyalty and strengthen brand reputation.

- **Financial & Cost Management:** Manage budget, forecast revenue, and control operational costs to achieve financial targets and improve overall business performance
- **Compliance & Risk Management:** Ensure full compliance with regulatory requirements while upholding the highest standards of food safety and quality. Proactively identify and mitigate operational risks to safeguard business integrity.
- **Revenue Growth:** Consistently drive revenue growth through strategic menu engineering, targeted marketing initiatives, and data-informed decision-making.
- **Customer Experience:** Enhance customer satisfaction by implementing effective staff training programs and continuous service improvements, resulting in elevated guest experiences.
- **Event & Operations Management:** Successfully plan and execute large-scale events and functions, consistently exceeding client expectations and delivering seamless operations.
- **Cost Optimization:** Implement cost-saving strategies that significantly reduce operational expenses while maintaining service quality and efficiency.

TRIB3 LAGOS, RESTAURANT FLOOR MANAGER

Feb 2024 -April 2025
Lagos, Nigeria

- Staff training on food handling and food safety.
- Dining settings.
- Oversee floor day-to-day workflow.
- Reporting end of day sales to management.
- Attending to guests complaints and general welfare.
- General floor operations.

LOUNGE MANAGER, MINGLES GARDEN

2022 - 2023
Keffi, Nigeria

- Hire, train, supervise, direct, coach, counsel, and evaluate staff in the bar and lounge.
- Communicate effectively, both verbally and in writing, to provide clear direction to the staff.
- Assign and instruct bar and lounge staff in details of work.
- Observe performance and encourage improvement where necessary

BRADLEY AND BRIAN EVENTS CENTER, EVENT CENTRE MANAGER

2021 - 2022
Yala, Nigeria

- Handling the venue bookings, supervise all operations, and ensure that the location is safe and equipped for hosting events.

ALL STAR HOTEL, COST CONTROLLER, F&B SUPERVISOR

2017 - 2020
Ogoja, Nigeria

- Verifying costs with vendors and suppliers, estimating expenditures, and recommending cost-saving measures to upper management.
- Creation of menus, oversee food and beverage inventories, manage cooking staff, and choose a range of beverages to be served at their establishment

EDUCATION

NATIONAL YOUTH SERVICE CORP (NYSC)
FEDERAL GOVERNMENT COLLEGE, KEFFI

2022 - 2023
Keffi, Nigeria

CROSS RIVER UNIVERSITY OF TECHNOLOGY, CALABAR.
BACHELOR OF SCIENCE IN HOSPITALITY AND TOURISM
MANAGEMENT

2016-2021
Calabar, Nigeria

PROFESSIONAL CERTIFICATION

ALISON ONLINE COURSE
DIPLOMA IN HUMAN RESOURCE MANAGEMENT

2023

IBOM TOURISM/FOOTPRINT HOSPITALITY
CERTIFICATE OF ATTENDANCE IN HOSPITALITY MASTERCLASS

2018

SKILLS

- Menu Engineering & Pricing Strategy
- Customer Experience Management (CX)
- Guest Relations & Retention Strategies
- Event & Functions Management
- Staff Training & Development
- Team Leadership & Performance Management
- Inventory Control & Stock Management
- Budgeting & Financial Forecasting
- Cost Control & Expense Reduction
- Regulatory Compliance & Food Safety Standards
- Risk Management & Quality Assurance
- Strategic Planning & Execution
- Marketing & Promotions Strategy
- Vendor & Supplier Management
- Conflict Resolution & Problem Solving

LANGUAGES

Efik (Fluent)
English (Fluent)

ACHIEVEMENTS

- Increased revenue by **22% within 12 months** across multiple hospitality units through strategic menu engineering, pricing optimization, and targeted marketing campaigns.
- Improved customer satisfaction scores by **30%** by implementing structured staff training programs and enhancing service delivery standards.
- Reduced operational costs by **18%** through effective inventory management, waste reduction initiatives, and supplier negotiations.
- Successfully managed and executed **50+ high-profile events annually**, consistently exceeding client expectations and driving repeat business and referrals.

REFERENCES

AVAILABLE UPON REQUEST

