

BLESSING UDOH GEORGE

CONTACT

Block 4, Plot 6, Shagari Estate, Epe,
Lagos State.
07015551413, 09156224091
blessingudohgeorge0412@gmail.com

PERSONAL INFORMATION

Date of Birth : 12th February, 2000
Marital Status : Single
Nationality : Nigerian
Religion : Christian
Gender : Female
Language : English, Ibibio, Yoruba,

ACQUIRED SKILL

Excellent communication skills, both verbal and written.
Proficient in using phone systems, email, and other communication tools software.
Proficient in using computer systems and software, such as Microsoft Office and other relevant software.
Good problem-solving skills, with the ability to identify issues and seek solutions.

CORE COMPETENCIES

Guest Relations
Customer Service
Telephone Etiquette
Microsoft Office Suite
Administrative Support
Appointment Scheduling
Time Management
Complaint Resolution

EDUCATIONAL QUALIFICATION

YOUTH SERVICE (NYSC)
2025 - 2026
Completed National Service
OLABISI ONABANJO UNIVERSITY
2019 - 2023
Theology
Second Class Lower
EPE GIRLS HIGH SCHOOL
2010 - 2016
Senior Secondary School Certificate
BARIDO PRIVATE SCHOOL
2005 - 2010
First School Leaving Certificate

PROFILE SUMMARY

A customer-focused and results-driven Front Desk Receptionist with over three years of experience in the hospitality industry. Skilled in front office operations, guest relations, reservation management, customer service, administrative support, and handling high-volume reception environments. Known for professionalism, excellent communication, strong organizational skills, and delivering memorable guest experiences while maintaining the highest standards of service.

PROFESSIONAL EXPERIENCE

JARA BEACH RESORT
2024 - 2025
Guest Service Agent / Receptionist
* Welcomed guests and ensured smooth arrival experiences.
* Processed guest check-ins and departures.
* Managed room reservations and bookings.
* Assisted guests with hotel information and local attractions.
* Resolved guest concerns efficiently.
* Participated in staff training programmes.
* Maintained company policies and service standards.
* Supported daily front office operations.

PARK VIEW ASTORIA HOTEL
2023 - 2024
Customer Service Personnel/Receptionist
* Welcome and assist guests professionally.
* Handle check-in and check-out procedures.
* Manage reservations and room allocations.
* Respond promptly to guest enquiries and complaints.
* Coordinate with housekeeping for room readiness.
* Maintain accurate guest records.
* Answer telephone calls and emails.
* Schedule appointments and administrative activities.
* Deliver exceptional customer service.

PROCARE SUITE & HOTEL
2020 - 2021
Front Desk/Receptionist
* Managed front desk operations.
Directed visitors appropriately.
* Answered phone calls, emails, and enquiries.
* Scheduled appointments and meetings.
* Maintained customer records.
* Ensured confidentiality of guest information.
* Assisted management with administrative duties.

REFERENCE

Available Upon Request