

OLAWANDE AYOMIDE JAMES

Hospitality Supervisor | Guest Experience & F&B Operations Professional

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■ PROFESSIONAL SUMMARY

Dynamic and guest-focused Hospitality Supervisor with hands-on experience in F&B operations, front-of-house management, team leadership, and delivering exceptional guest experiences in fast-paced lounge and café environments. Proven ability to supervise service staff, manage shift operations, handle customer complaints with a 90%+ resolution rate, and maintain the highest standards of hospitality and hygiene. Combines strong interpersonal skills with operational discipline to create welcoming, well-run environments that keep guests coming back. Committed to leading teams that consistently deliver outstanding service and exceed guest expectations.

■ KEY ACHIEVEMENTS

- ▶ Resolved 90%+ of guest complaints independently and without escalation, protecting venue reputation and ensuring high guest satisfaction and repeat visits.
- ▶ Supervised and coordinated multi-role service teams including bartenders, servers, and support staff across peak and off-peak trading hours.
- ▶ Managed inventory control, POS monitoring, and vendor coordination, eliminating stock shortages and significantly reducing wastage.
- ▶ Delivered staff onboarding, training, and performance coaching programmes that improved team consistency and elevated overall service standards.
- ▶ Maintained full financial accuracy through daily account balancing and transaction verification, supporting management reporting and accountability.

■ CORE COMPETENCIES

- ▶ F&B Operations & Shift Management
- ▶ Front-of-House Supervision
- ▶ Guest Experience & Complaint Resolution
- ▶ Staff Scheduling & Team Leadership
- ▶ POS Systems & Cash Handling
- ▶ Inventory & Stock Control
- ▶ Vendor & Supplier Coordination
- ▶ Health, Safety & Hygiene Compliance
- ▶ Staff Training, Coaching & Onboarding
- ▶ Crowd Control & Event Management
- ▶ Upselling & Revenue Awareness
- ▶ Conflict Resolution & Crisis Management

■ WORK EXPERIENCE

National Youth Service Corps (NYSC)

Corpers Liaison Officer — March 2024 – March 2025

- ▶ Managed welfare coordination and communication for a large group, demonstrating strong people management and administrative skills.
- ▶ Facilitated smooth monthly clearance processes, ensuring all members met required standards accurately and on time.
- ▶ Organised community initiatives, coordinating teams and resources to achieve set goals effectively.
- ▶ Acted as the key point of contact for conflict resolution, stakeholder communication, and issue management.

Trybe Lounge

Hospitality Supervisor — April 2025 – May 2025

- ▶ Supervised all front-of-house operations, directing bartenders, servers, and support staff to deliver seamless, high-quality guest experiences.

- ▶ Managed crowd control, guest flow, and strategic staff deployment to maintain a safe and enjoyable atmosphere during peak service hours.
- ▶ Resolved 90%+ of guest complaints promptly and independently, safeguarding the venue's reputation and fostering guest loyalty.
- ▶ Maintained detailed inventory records and monitored POS transactions, coordinating with vendors to prevent stock shortages and minimise wastage.
- ▶ Delivered onboarding, coaching, and performance feedback to new and existing team members, raising service standards across all shifts.

BANGEES Café

Hospitality Supervisor — *May 2025 – June 2026*

- ▶ Oversaw all daily café operations, ensuring seamless service delivery, staff efficiency, and consistently high levels of guest satisfaction.
- ▶ Coordinated and supervised staff across multiple functions, monitoring work quality and enforcing service protocols at all times.
- ▶ Balanced daily accounts and verified all transactions, maintaining full financial accuracy and operational accountability.
- ▶ Handled all guest inquiries and concerns professionally and promptly, creating a warm, welcoming environment that encouraged repeat patronage.
- ▶ Ensured full compliance with health, safety, and hygiene standards across all areas of the premises.

■ **ACADEMIC QUALIFICATIONS**

Federal University, Oye-Ekiti

Bachelor of Science — Criminology & Security Studies | *October 2023*

Victoria Comprehensive High School, Nigeria

Senior Secondary School Certificate | *June 2017*

■ **PROFESSIONAL QUALIFICATIONS**

Diploma in Cybersecurity | *January 2026*

■ **LANGUAGES**

English (Fluent) — Yoruba (Native)

■ **INTERESTS**

Reading — Meeting New People — Marketing Concepts — Hospitality Trends & Guest Experience Innovation

■ **REFEREES**

Available on request.