

NWACHUKWU C. C. SAMUEL

HOSPITALITY & NIGHTLIFE OPERATIONS SUPERVISOR

Lagos, Nigeria | Open to Relocation | +234 813 749 7103 / +234 705 898 9533 | chrissam343@gmail.com

PROFESSIONAL PROFILE

Experienced hospitality and nightlife professional with 8+ years of hands-on experience across nightclub, bar, lounge and hotel operations. Proven experience supervising teams, coordinating daily operations, maintaining service standards and delivering strong guest experiences in fast-paced environments. Strong in floor supervision, staff coordination, guest relations, operational problem-solving and maintaining professional standards during busy nightlife periods. Seeking an Operations Supervisor position within a premium nightclub, lounge or hospitality venue.

CORE COMPETENCIES

Nightclub & Lounge Operations • Daily Operations Supervision • Staff Leadership & Coordination • Guest & VIP Relations • Shift Coordination • Service Quality Control • Complaint & Conflict Resolution • Event & Nightlife Operations • Inventory & Operational Control • Sales & Revenue Awareness • Team Communication • Problem Solving • High-Pressure Environment Management

PROFESSIONAL EXPERIENCE

GRANDEUR HOTEL, LAGOS — Operations Supervisor, Contract Operations Team

February 2025 – August 2025

Supervised daily hotel operations and coordinated staff to ensure smooth and efficient service delivery.

- Maintained operational and service standards across guest-facing activities.
- Monitored staff performance, discipline and adherence to established procedures.
- Handled guest concerns and operational challenges professionally and promptly.
- Coordinated team activities to maintain efficient workflow during busy periods.
- Supported management in maintaining a high standard of guest experience and operational performance.
- Assisted with operational documentation, staff coordination and implementation of management directives.
- Maintained a strong supervisory presence and ensured operational issues were identified and resolved promptly.

THE PULSE LAGOS, VICTORIA ISLAND — Waiter

August 2025 – Present

- Provide professional customer service in a fast-paced nightlife and hospitality environment.
- Ensure timely and accurate service while maintaining established quality standards.
- Assist with smooth daily operations and effective coordination with team members.
- Respond to guest requests professionally and contribute to positive guest experiences.
- Maintain awareness of service standards, cleanliness and operational requirements during busy periods.

POOLSIDE BY THE BLOWFISH, VICTORIA ISLAND — Waiter

September 2020 – February 2025

- Delivered high-quality service within a luxury hospitality environment.
- Maintained professional relationships with guests while responding efficiently to requests.
- Coordinated with team members to ensure smooth front-of-house operations.
- Contributed to guest satisfaction through attentive and professional service.
- Worked effectively during high-volume periods while maintaining service quality and professionalism.

THE BOARDROOM BAR & LOUNGE, LAGOS — Operations Supervisor

March 2018 – September 2020

- Supervised daily lounge operations and coordinated staff activities.
- Managed staff scheduling and team coordination to support efficient operations.
- Ensured adherence to established service standards and operational procedures.
- Monitored day-to-day activities and addressed operational issues as they arose.
- Maintained a professional service environment focused on guest satisfaction.
- Provided supervisory support to staff and ensured smooth execution of daily lounge activities.

OCIMCO INVESTMENT LIMITED, LAGOS — Sales Manager

February 2016 – January 2018

- Led sales engagement and maintained client relationships.
- Worked toward sales targets through strategic planning and customer engagement.
- Prepared performance and feedback reports.
- Developed strong communication, negotiation and customer relationship skills.

EDUCATION

West African Senior School Certificate Examination (WASSCE / SSCE)

Ifako Comprehensive High School | 2009 – 2015

ADDITIONAL INFORMATION

Availability: Immediate | Preferred Role: Operations Supervisor | Relocation: Open to relocation | Work Schedule: Night shifts, weekends & public holidays | Accommodation: Open to employer-provided staff accommodation

REFERENCES

Available upon request.