

DAVID HAPPINESS MARY

Customer Service & Front Desk Operations Supervisor

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PROFESSIONAL SUMMARY

Personable, detail-oriented Customer Service and Front Desk professional with 2+ years of experience in fast-paced hospitality and retail environments. Proven track record of supervising daily front-of-house operations, resolving guest concerns with empathy and professionalism, and maintaining accurate financial and administrative records. Skilled in team coordination, POS/ERP reconciliation, and process improvement, with a consistent guest-first orientation that drives satisfaction, loyalty, and operational efficiency.

CORE COMPETENCIES

Front Desk Operations & Guest Services	Team Supervision & Staff Coordination	Complaint Handling & De-escalation
Cash Handling & POS/ERP Reconciliation	Communication & Interpersonal Skills	Problem-Solving & Attention to Detail
Inventory & Financial Accountability	Appointment & Visitor Coordination	Process Improvement

WORK EXPERIENCE

CustomerService&Front Desk Operations Supervisor | *Crave City* December2025 –Present

- Supervise front-of-house operations in a fast-paced restaurant setting, coordinating order flow, guest seating, and stock checks during peak hours without compromising speed or accuracy.
- Deliver consistently excellent guest service, using strong communication and interpersonal skills to build rapport and create a welcoming experience for every visitor.
- Resolve guest concerns and complaints with patience and professionalism, handling issues on the spot and escalating recurring matters to senior management for lasting solutions.
- Designed and administered guest feedback surveys to capture insights on service quality and product preferences, using the results to inform improvements to offerings and guest experience.
- Proactively engage guests with personalized recommendations and special-request handling, contributing to increased repeat visits and positive feedback.
- Perform daily reconciliation between ERP sales records and banking transactions with 100% accuracy, documenting variance explanations to ensure operational transparency and audit-readiness.
- Process daily sales and inventory transactions in the ERP system, ensuring accurate, timely data entry to support real-time stock and revenue tracking.
- Enforce operational guidelines and quality standards, reducing material waste and optimizing cost efficiency while maintaining premium presentation.
- Maintain comprehensive daily records of production, inventory usage, and waste tracking, giving management complete operational visibility and actionable insights.

Receptionist / Front Desk Associate | *Precious and Praise Hotel* January2024 –October2025

- Managed front desk operations, including guest check-in/check-out support, sales tracking, and coordination of guest appointments.
- Built positive relationships with guests through attentive, personalized service, ensuring every visitor felt welcomed and valued.
- De-escalated guest concerns by listening closely, confirming full understanding of the issue, and accurately reporting details to management for resolution.
- Maintained organized, accurate front desk and guest records to support smooth daily hotel operations.

EDUCATION

National Diploma (ND) in Mass Communication *2021 – 2023*
Federal Polytechnic, Ado-Ekiti

Senior Secondary Certificate Examination (SSCE) *2014 – 2020*
Excel College