

Emmanuel Igoh

G.R.A Abijo Off Lekki-Epe Expressway, Lagos.
08037085744 • Eamigoh@gmail.com

Objective

Results-driven and adaptable professional with experience in operations management, hospitality, administration, customer service, and business support. Proven ability to improve processes, lead teams, manage daily operations, and deliver excellent client experiences. Seeking to contribute strong organizational, leadership, and problem-solving skills in a growth-focused organization where efficiency, service excellence, and business performance are valued.

Work Experience

F&B Manager

June 2024 - Present

Hillsbay Hotels, Abraham Adesanya, Lagos.

- Overseeing daily operations across restaurants, bars, banquets, and room service and also ensured food quality, presentation, and service standards are consistently met
- Setting service standards and enforcing SOPs.
- Handled disciplinary issues and conflict resolution.
- Enforcing health, safety, and hygiene compliance (HACCP, food safety codes).
- Setting menu pricing in collaboration with chefs.
- Analyzed sales reports and profit margins.
- Reduced waste and introduced measures for portion control

Administrative Head

November 2023 - May 2024

HFP Shopping Complex, Lagos.

- Prepared reports on office expenses and budgets.
- Maintained company databases and confidential records.
- Organized filing systems for company documents.
- Managed company calendar and appointments

Customer Service Representative (Remote)

Oyanow Logistics Lagos

February 2022 – August 2023

- Managed large volumes of customer inquiries and calls.
- Maintained customer records and processed service requests.
- Resolved complaints and ensured timely issue resolution.
- Built strong client relationships through effective communication.

Human Resource Intern

November 2021 – January 2022

Riveton Homes and Properties, Lagos.

- Assisted with recruitment screening and interview scheduling.
- Prepared HR reports and administrative documentation.
- Responded to employee inquiries.

Restaurant Supervisor

August 2019 – July 2021

Tee Dreams Bar & Restaurant, Calabar.

- Supervised staff operations and delegated daily tasks.
- Maintained service quality and resolved customer complaints.
- Ensured compliance with hygiene and safety regulations.

Data Entry Officer

February 2018 – August 2018

Nigerian Meteorological Agency(NiMet), Calabar

- Maintained databases and organized operational data.
- Produced reports and visual summaries for departments.

Room Service Waiter/Event Coordinator

October 2016 - January 2018

Transcorp Hotel Calabar

- Oversaw to event setup, execution, and breakdown.
- Ensured compliance with health, safety, and fire regulations.
- Planned event logistics: venue setup, seating arrangements, timelines
- Served food and beverages promptly and professionally.
- Checked in on guests and handled requests during the meal.
- Processed bills and payments accurately.
- Cleared and reset tables
- Upsold menu items (specials, drinks, desserts)

References

Provide on request

Education

Bachelor's Degrees in Geography and Environmental Science.

University Of Calabar, Calabar.

February 2016 - November 2021

Other Activities
