

ENIOLA OGUNLEYE

MARKETING | SALES | CUSTOMER EXPERIENCE | RESTAURANT OPERATIONS

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PROFESSIONAL SUMMARY

Hospitality professional with 5+ years of experience across restaurant operations, customer experience, team coordination, promotional activities, and customer engagement. Experienced in supporting restaurant promotions, events, and influencer/UGC campaigns, managing reservations and group bookings, responding to customer needs, and identifying opportunities to improve service delivery and customer retention. Combines practical restaurant operations knowledge with social media management, digital marketing support, sales support, and relationship-building skills. Brings a customer-first approach to helping businesses strengthen their brand experience, attract and retain customers, and support commercial goals.

CORE COMPETENCIES

Restaurant Operations • Marketing & Promotional Support • Sales Support & Upselling • Customer Experience Management • Customer Acquisition & Engagement • Customer Retention & Relationship Building • Social Media Management • Digital Marketing Support • Events & Group Bookings • Customer Feedback & Service Improvement • Team Coordination & Staff Training • Complaint Resolution & Service Recovery

PROFESSIONAL EXPERIENCE

SUPERVISOR | Zayda Restaurant — Lekki, Lagos

December 2023 – September 2026

- Supported restaurant promotions, events, influencer/UGC campaigns and customer engagement initiatives intended to increase customer traffic and sales.
- Contributed ideas for promotions, customer acquisition, events, and restaurant experiences to support business growth.
- Managed reservations, group bookings, and special dining requirements, communicating with customers to understand their needs and coordinate suitable experiences.
- Handled customer inquiries, orders, complaints, and special requests, working to protect customer satisfaction and the restaurant's brand reputation.
- Supervise and motivate service staff, assigning responsibilities according to workload, employee strengths and operational requirements.
- Coordinated with kitchen and service teams to support smooth operations, prompt order processing, and a consistent guest experience.
- Identified operational bottlenecks and customer service gaps, recommending improvements to workflow and service delivery.
- Trained and coached staff on service standards, product knowledge, and customer interactions.

SUPERVISOR | Xhale — Lekki, Lagos

January 2022 – June 2023

- Coordinated daily restaurant operations and staff activities to support efficient service and a positive customer experience.
- Handled customer inquiries, product recommendations, and service concerns, helping customers make informed choices.
- Supported management with recruitment and interviews for restaurant positions.
- Trained new employees on operational procedures, customer service expectations, and workplace standards.
- Monitored team performance and identified areas for coaching to improve service quality and customer interactions.
- Supported management in resolving customer and operational issues while maintaining service consistency.

SUPERVISOR OF OPERATIONS | Kingfisher — Lekki, Lagos

September 2020 – December 2021

- Worked with management to define business priorities into daily team actions and operational practices.
- Guided employees on customer service, difficult situations and appropriate complaint escalation.
- Reviewed customer and staff feedback to identify service gaps and recommend improvements.
- Maintained communication between management and frontline employees to resolve issues quickly and protect service quality.
- Supported efficient work practices and adherence to company policies and standards.

EDUCATION & CERTIFICATIONS

Bachelor of Science (B.Sc.) — Business Administration

National Open University of Nigeria (NOUN), Lagos | Coursework and examinations completed; final project pending

Executive Virtual Assistant Certificate
SheLeads Africa (SLA) | 2025

SKILLS

Marketing & Sales: Promotional support, customer engagement, sales support, upselling, customer retention, events

Customer Experience: Customer service, reservations, group bookings, customer feedback, complaint resolution, service recovery, and follow-up.

Restaurant Operations: Workflow coordination, SOP implementation, shift coordination, service standards, team supervision.

Digital & Technology: Social media management, digital marketing support, Microsoft Office, problem-solving.

LANGUAGES

English — Fluent | Yoruba — Fluent