

UAHOMO UMONKHAIKPE FRANCA

General Manager

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PROFESSIONAL SUMMARY

Results driven Hospitality Operations Executive with over a decade of progressive leadership experience directing full scale hotel, resort, and restaurant operations across premier properties in Lagos. Proven General Manager track record spanning full property oversight, from guest facing service delivery to back of house financial control, with a consistent ability to raise profitability, elevate guest satisfaction, and build accountable, high performing teams. Skilled in translating operational standards into measurable outcomes: 20% increase in customer retention, 25% improvement in guest satisfaction, 30% faster guest response times, and 40% reduction in equipment downtime. Combines strong financial discipline, structured process design, and hands on floor leadership with a genuine commitment to guest experience and brand reputation. Comfortable operating independently, managing multi departmental teams, and reporting directly to ownership on performance and strategy.

CORE COMPETENCIES

Operations Management: Full P&L Ownership, Revenue & Budgeting, Cost Control, Vendor Management, SOP Development

Guest Experience: Hospitality Standards, Service Recovery, Retention Strategy, Complaint Resolution, Brand Positioning

Team Leadership: Staff Mentorship, Cross Departmental Coordination, Training & Development, Performance Management

Financial Acumen: Annual Budgeting, Expense Forecasting, Cost Containment, Profit & Loss Analysis

Inventory & Vendor Management: Stock Control, Supply Chain Optimization, Waste Reduction, Contract Negotiation

Technical & Administrative: Process Design, CRM Tools, Microsoft Office Suite, Crisis Management, Reporting

KEY ACHIEVEMENTS

- Increased customer retention by 20% at a 25 room resort property through proactive guest engagement and loyalty focused service initiatives.
- Improved guest satisfaction scores by 25% at a 14 room hotel property by introducing structured service recovery processes and strict maintenance audits.
- Reduced average guest response times by 30% by overhauling reservation procedures and guest coordination workflows.
- Reduced equipment downtime by 40% by establishing preventive maintenance schedules during an earlier technical role, reflecting a consistent focus on process discipline.
- Directed full financial and operational accountability across four properties spanning resort, hotel, and high volume restaurant environments.

PROFESSIONAL EXPERIENCE

Restaurant Operations Manager at Captains Cafeteria, Lagos, Nigeria 2025 to 2026

- Hold full General Manager level accountability for the establishment, directing front of house and back of house operations, vendor relationships, and stock control.
- Own daily budgeting and financial performance, controlling costs and monitoring sales trends to raise overall profit margins.
- Mentored cross functional service teams, building a high performance culture that increased client satisfaction and repeat business.
- Conduct regular staff briefings and performance check ins to keep front of house and kitchen teams aligned on daily service priorities.
- Review supplier pricing and vendor terms periodically to protect margins without compromising food quality or consistency.

Operations Manager at The Rhythm Restaurant, Lagos, Nigeria 2024 to 2025

- Directed full operational and financial oversight of a 100 cover establishment with a team of 22, taking ownership of budgeting, staffing, and service standards in a General Manager capacity.
- Upgraded service delivery standards and built structured staff training programs that measurably raised customer satisfaction ratings.

- Streamlined communication between kitchen, administrative, and service staff, improving speed and efficiency across departments.
- Oversaw inventory tracking and budget management, eliminating supply bottlenecks and significantly reducing food waste.
- Introduced daily and weekly reporting routines to keep ownership informed of sales performance, costs, and staffing needs.

Career Break 2023 to 2024

General Manager at Whitedeck Beach & Resort, Lagos, Nigeria 2021 to 2023

- Directed full scale operations for a 25 room resort property with a team of 35 across rooms, food and beverage, and guest services, achieving a 20% increase in customer retention through proactive guest engagement initiatives.
- Overhauled reservation procedures and guest coordination workflows, cutting average response times by 30%.
- Owned full financial metrics for the property, including annual budgeting, expense forecasting, and cost containment strategies.
- Built and led a cross functional management team, strengthening service consistency across all departments.
- Liaised directly with ownership on property performance, presenting monthly updates on revenue, occupancy, and guest feedback trends.
- Led recruitment, onboarding, and ongoing training for department heads across housekeeping, food and beverage, and front office.

General Manager at The Nook Hotel, Lekki, Lagos 2018 to 2021

- Led full operations for a 14 room property with a team of 20, raising guest satisfaction scores by 25% through proactive service recovery processes and strict room maintenance audits.
- Trained front desk and guest services teams on hospitality standards, improving shift efficiency and staff professionalism.
- Created structured customer feedback systems that directly informed service upgrades and brand positioning.
- Managed operational budgeting and vendor negotiations, controlling costs while maintaining consistent service quality.
- Coordinated closely with maintenance and housekeeping teams to uphold consistent room quality standards ahead of guest arrivals.

EARLIER CAREER

Front Desk Supervisor, Sabitex Hotel Limited at Lekki, Lagos | 2016 to 2018

- Supervised daily operations across reception, housekeeping, and food and beverage units, managing check in and check out workflows and escalation procedures for complex guest inquiries.
- Coordinated front desk schedules and shift handovers, helping maintain consistent service coverage during peak periods.

Technical Support Officer, Scientific Equipment Development Institute (NYSC) at Minna, Niger State | 2014 to 2015

- Maintained essential R&D equipment and established preventive maintenance schedules that reduced machine downtime by 40%.
- Supported the wider technical team with equipment troubleshooting, building an early foundation in process discipline and structured problem solving.

EDUCATION

- Higher National Diploma (HND), Electrical & Electronics Engineering at Auchi Polytechnic, Edo State | 2011 to 2013
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CERTIFICATIONS & COMMUNITY SERVICE

- Millennium Development Goals (MDGs) Seminar Certification
- Community Development Service (CDS): HIV/AIDS Awareness, Drug Abuse, and Malaria Prevention Advocacy

REFERENCES

Available upon request.