

FRANCIS ABEL UKPONG

Customer Service / Sales | Hospitality & Front Office

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PROFESSIONAL SUMMARY

Self-motivated and organized hospitality professional with extensive front-office and customer-service experience. Experienced in guest relations, front-desk procedures, reservations, billing, payment verification, interdepartmental coordination, and operating in fast-paced environments. Proficient in OperaPMS, IDS PMS and CranSoft PMS, with strong communication, problem-solving, active listening, adaptability, and multitasking skills.

CORE COMPETENCIES

Front Office Operations	Guest Relations	IDS PMS
CranSoft PMS	Check-in / Check-out	Reservations & Room Allocation
Billing & Invoicing	Payment Verification	Complaint Resolution
Interdepartmental Coordination	Shift Handover	Problem Solving
Communication	Active Listening	Adaptability

WORK EXPERIENCE

EKO HOTELS & SUITES — Receptionist

Lagos, Nigeria | Present

- Manage daily front-office operations, including guest check-in and check-out, room allocation, guest registration, key management, reservations, and account verification.
- Utilize IDS PMS and CranSoft PMS to manage guest profiles, reservations, room status, room movements, billing, payments, and other front-office transactions.
- Provide professional guest relations and customer service, attending to guest enquiries, requests, complaints, and special requirements promptly and courteously.
- Handle guest complaints and service-related concerns using effective problem-solving and service-recovery techniques, escalating unresolved matters appropriately.
- Coordinate with Housekeeping, Maintenance, Reservations, Guest Services, and Accounts to ensure guest requests and operational issues are followed up and resolved efficiently.
- Process and verify guest bills, invoices, payment confirmations, debit alerts, outstanding balances, and PM accounts, ensuring accurate documentation and posting.
- Assist with reservation and booking enquiries, including corporate reservations, travel-agent bookings, deposits, virtual card payments, city ledger arrangements, and room-type confirmations.
- Monitor and follow up on room maintenance issues, liaising with Maintenance regarding faulty air-conditioning units, telephones, intercoms, guest safes, and other room facilities.
- Maintain accurate guest records and front-office documentation, including guest dockets, invoices, payment proofs, PM records, reservation information, and shift reports.
- Prepare detailed shift handovers covering outstanding guest requests, maintenance concerns, billing discrepancies, payment follow-ups, room issues, and other pending operational matters.
- Follow up on outstanding accounts and billing issues to support accurate financial reconciliation and timely settlement of guest accounts.
- Assist long-staying, corporate, and VIP guests with special requests while ensuring effective communication with relevant departments.
- Maintain a professional and welcoming front-desk environment while protecting guest privacy, confidentiality, and service standards.
- Work effectively in a high-volume, fast-paced hotel environment, managing multiple guest and operational requirements simultaneously.

PREMIER INN HOTEL — Front Office Receptionist

Abu Dhabi International Airport Business Park, United Arab Emirates | 08/2022 – 05/2025

- Maintained a tidy and presentable front desk with required materials and documentation.
- Greeted and welcomed guests, answered enquiries, and addressed complaints professionally.
- Handled incoming calls, redirected calls, and recorded messages accurately.
- Received and distributed letters, packages, and other guest or office correspondence.

- Checked, sorted, and forwarded emails while maintaining updated records and files.
- Monitored office supplies and expenses and performed other assigned administrative duties.

CRYSTAL LAUNDRY LLC — Customer Service

Fujairah, United Arab Emirates | 01/2021 – 06/2022

- Handled customer enquiries by phone, email, and in person and provided information about laundry services.
- Managed order intake, ticketing, and accurate recording of laundry items.
- Addressed customer complaints and worked to resolve issues quickly and professionally.
- Managed cash, POS, and transfer payments and issued receipts.

DUSK TOURISM LLC — Freelance Sales Executive

Dubai, United Arab Emirates | 12/2019 – 11/2020

- Sold customized tour packages, excursions, and holiday experiences.
- Handled client enquiries and coordinated bookings for flights, hotels, and transportation.
- Collaborated with local and international partners, vendors, and tour operators.
- Maintained knowledge of travel regulations, visa processing, and applications.

ENERGY ASSET COMPANY — Strategic Planning Manager

Akwa Ibom / Cross River, Nigeria | 12/2016 – 08/2019

- Supported strategic campaign planning and client presentations with data-driven recommendations.
- Managed meeting logistics, project plans, communications, agendas, and deliverables for senior teams.
- Coordinated internal and external communications and supported executive-level meetings and events.

ACCENTURE — Financial Services Strategy Consultant

Ikeja, Lagos, Nigeria | 11/2013 – 11/2016

- Provided financial advice based on client circumstances, risk appetite, and investment objectives.
- Analyzed client information and financial projections to develop suitable strategies.
- Maintained client relationships, produced financial reports, and communicated financial information clearly.

KPMG — Management Consultant Intern

Lagos, Nigeria | 07/2012 – 10/2013

- Supported business process design, system configuration, project documentation, testing, and training materials.
- Acted as a liaison between clients and IT teams and supported daily project operations.

EDUCATION & CERTIFICATIONS

- Bachelor of Arts, History and International Studies — University of Uyo, Akwa Ibom, Nigeria (2005 – 2010)
- Diploma in Hospitality Management and Operation — Alison Academy, Abu Dhabi, UAE (2022 – 2023)
- Certificate in Project Management — European Open University, Abu Dhabi, UAE (2022 – 2023)

LANGUAGE

English