

CONTACT

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OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

EXPERIENCE

2025 - Till date

- **HR/OPERATIONAL MANAGER**
AMALA 4 REAL VENTURES

HR Functions

- Recruitment & Onboarding: End-to-end hiring of kitchen staff, waiters, cashiers, and cleaners. Conduct interviews, background checks, and orientation for new hires
- Staff Scheduling & Workforce Planning: Create weekly/monthly rosters to ensure adequate coverage for dine-in, takeaway, and events while controlling labor cost
- Training & Development: Train staff on customer service standards, food hygiene, POS use, and Amala 4 Real brand service culture
- HR Policy & Compliance: Implement HR policies, employee handbook, attendance, leave management, and ensure compliance with Nigerian labor laws
- Payroll & Benefits Administration: Coordinate with finance to process salaries, overtime, bonuses, and track deductions accurately
- Performance Management: Set KPIs for kitchen and front-of-house teams, conduct appraisals, handle disciplinary issues, and drive staff retention
- Employee Relations: Address grievances, boost morale, and maintain a positive work environment in a fast-paced restaurant setting

Operations Functions

- Daily Operations Oversight: Manage opening/closing procedures, ensure smooth service flow during peak hours and weekends
- Inventory & Supply Chain: Monitor food stock, raw materials, and packaging. Place orders with vendors, control wastage and spoilage to protect food cost %
- Quality Control: Enforce food safety, hygiene standards, and consistency in Amala, Ewedu, Gbegiri, and other menu items per brand SOP
- Customer Experience: Handle escalated customer complaints, ensure prompt service, and maintain high ratings on walk-ins and delivery platforms
- Cost & Budget Management: Track operational expenses, utilities, and labor costs. Identify areas to reduce waste and improve margins
- Vendor & Stakeholder Management: Liaise with food suppliers, maintenance, and delivery partners to ensure uninterrupted operations
- Health, Safety & Compliance: Ensure NAFDAC, fire safety, and local council regulations are met. Conduct regular sanitation audits
- Reporting: Prepare daily sales, staff attendance, and operations reports for management. Use data to improve efficiency

2024 - 2025

- **MANAGER**
FRESH COUNTY LTD

Perform general business administration management processes and managerial activities.

- Oversees the activities of front-of-house and back-of-house employees
- Hires, trains, counsels and evaluates new employees.
- Communicating job expectations, planning, monitoring and appraising results
- Aids in developing, coordinating and enforcing systems, policies, procedures and productivity standards

- Provide highest level of customer service with a positive and professional attitude
- Ensures that company and branch is on track to meet its financial goals.
- Planning and management of branch budget.
- Ensuring compliance with licensing, hygiene and health and safety legislation.
- Promoting and marketing the business.
- Overseeing stock levels and ordering supplies.
- Maintaining cohesion in the workplace
- Report to other executives or management.
- Directs team or team leaders
- implement and ensure compliance with applicable standards, rules, regulations and systems of internal control
- ensure the cash management and banking activities, bank and POS reconciliations are efficiently carried out daily, weekly and monthly.
- conducting forecasting and risk analysis assessments
- scheduling expenditures, and ensuring that the sales team meets their quotas and goals
- monitor inventory of raw materials and product pricing, office supplies alongside purchasing of new material with attention to budgetary constraints
- establish and coordinate staff work procedures, schedules/workflow to improve efficiency and effectiveness by linking employees KPI/KRA to remuneration
- interfacing with regulatory bodies and other external stakeholders
- maintaining comprehensive and accurate records of Finance /Admin correspondence

2023 - 2024

- **BRANCH MANAGER**
LIBERTY ASSURED
Managing the branch's financial performance.
Setting and achieving sales targets.
Supervising staff and ensuring customer satisfaction.
Implementing company policies and procedures, and fostering a positive work environment.
Maintaining compliance with regulations.
Developing and implementing marketing strategies to promote the company's products and services.
Conducting market research to identify target audiences, analyzing consumer behavior and trends.
Creating marketing campaigns, managing advertising and promotional activities.
overseeing social media and digital marketing efforts.
Monitoring and analyzing campaign performance, adjusting strategies as needed and measuring the effectiveness of marketing initiatives to drive business growth and achieve organizational objectives.

2022 - 2023

- **CUSTOMER CARE REPRESENTATIVE**
INCOMEFLOW FX MANAGERS
Take customer calls and provide accurate, satisfactory answers to their queries and concerns.
De-escalate situations involving dissatisfied customers, offering patient assistance and support.
Call clients and customers to inform them about the company's new products, services and policies.
Guide callers through troubleshootings, navigating the company website or using the products and services.

2016 - 2018

- **CUSTOMER SERVICE REPRESENTATIVE**
POLYSMART PACKAGING LTD

Attending to customers through phone calls, sms and emails.
Placing customers orders, time to be delivered and location to be delivered to.
Resolving customers complaints and conflicts between staff.

Deceminating information through the company information platforms as regards price change, developed and improved products etc.
Conducting and organizing trainings and seminars for staffs as regards customer satisfaction and other related customer care objectives.

2014 - 2016

- **QUALITY CONTROL**
POLYSMART PACKAGING LTD

Ensuring the company's rules and regulations are adhered to as regards safety for staff, customers and visitors.
Ensuring the right type of raw materials are received from the store.
Ensuring the right proportion of materials are mixed to achieve the agreed standard.
Testing the quality of the product before it's being packaged and after packaging.
Keeping record of faulted/damaged products for reference purposes and making reports as regards the products.

EDUCATION

2018

- **International School of Management (ISM) Lagos**
Professional Certificate in Customer Service and Relationship Management

2017

- **International School of Management (ISM) Lagos, Nigeria**
Train the trainer

2007

- **Institute of Management and Technology (IMT) Enugu**
Business Administration and Management
GGPA 3.05

2000

- **Community Secondary School Wasimi, Maryland, Lagos**

SSCE

SKILLS

- Ability to work with little or no supervision
- Time management
- Ability to communicate effectively
- Problem solving
- Physical stamina.
- A fluent speaker in English, Yoruba and Igbo language
- Patience.

REFERENCE

- Available on request