

ELEBE NNAEMEKA

Gender :Male

No 30 Sule Abore Street,

Ojodu Berger, Lagos State

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Bishopemeka200@yahoo.com**CAREER OBJECTIVE:**

To work in a challenging environment where I can contribute to the growth and development, as well as strive for constant improvement and taking responsibilities of own performances. Advance in my knowledge and career pursuit at large.

EDUCATIONAL QUALIFICATION:		
Ebonyi State University	B.SC Accounting / ED	2006
Community Secondary School Umuna	(WAEC) High School Certificate	2000
Mbaraeke Primary School Imo State	(FSLC) First School Leaving	1994

STRENGTH & SKILLS

- FBM (food Beverage Material system)
- Micros,
- Opera and Sun system Skills.
- Good command of both written and oral communication
- Strive for constant improvement and taking responsibilities of own performance.
- Good team work orientation/ working better together.
- Proficient in Microsoft and Excel packages (Excel, Microsoft words.
- Hotelman software system
- Oyasync for hospitality software
- Team player and working under pressure .

WORKING EXPERIENCES:

Company: IHG Intercontinental/Crown Plaza Hotel Dubai festival city. Position:

Guest Service/Porter/Bellan

Duration: June 2012 – April 2014 Duties

and responsibilities:

- Welcome all guests upon their arrival and assist them with their luggage
- Represent hotel in escorting all guests/visitors throughout areas of the hotel
- Responsible of making sure that all guests luggage are taken to their respective rooms
- Superb product knowledge of the surrounding areas
- Ability to establish a sense of security to the guests/visitors
- Responsible for dispatching all guests parcels to the concerned room
- Serve as a link between guest service department & reception department when it Comes to passing information to all guests and assisting them
- Well trained in handling guest complaints
- Picks up and delivers guest laundry to and from guest rooms in a timely accurate.
- Delivers mooring newspapers, mails, packages, faxes, etc. to specific guest room.
- Maintains and posts hotel reader boards and public area signage
- Cleans and polishes carts and other equipment used in the department
- Retrieves and inputs data from a computer terminal in an accurate, error free manner
- Answer the bell desk phone and provides information as needed
- Reads and matches luggage tags, writes claim tickets and detaches portion
- Ability to understand and follow written and verbal instructions
- Ability to affectively deal with internal and external guest, some of whom will be impatience, tact and diplomacy to defuse anger and collect accurate information
- Ability to grasp, lift and/or carry or otherwise move packages, boxes and luggage up.
- Escorts guests to rooms, visually inspects room and telephones Housekeeping deficiencies such as missing towels, points out room features and directory for assistance.
- Coaching nature and empathetic approach to leadership and relationship building positively impacting Colleague and guest experience by taking an active interest in our colleague welfare, Safety and developments lead, develop, supervise and evaluate a diverse team of Concierge Colleague exceeding the departments goals for guest and colleague satisfaction.

- Assist resident and guest with any inquiries, mail, messages and requirements they have.
- Arrange, plan, book activities the resident or guest intends to make excursions.
- Ambassador of the building and provide memorable service experiences.
- Responsible for daily operation in the front desk
- Make sure that all our guest needs and expectations are met
- Follow the hotel check in and checkout procedure

Train the new staffs and make sure they understand and follow the company policies.

**Intercontinental Hotel and crown
Plaza Hotel** Dubai festival city.
Position: Cluster Account receiving\StoreKeeper
Duty responsibilities:
Duration: To August 2019.

- Maintaining the HACCP (Hazard Analysis and Critical control point) of all the incoming goods to the Hotel/company.
- Checking of the supplier's Local purchase Order and invoices to make sure there is a correspondent in their prices, quantities and qualities ordered for.
- Receiving and stamping of all the supplier's invoices after successful delivery has been made.
- Daily posting, processing and summarizing of all the suppliers invoices and receipts for cheque payment.
- Spot checking and conducting monthly inventories on all the outlets/restaurants in the hotel.
- Cost management and reconciliation of sales and consumption for all the required sectors or departments.
- Reconciliation of all the complimentary and entertainment checks and apply credit to the food cost.
- Maintain records of inventory transactions which cannot be tracked through the system such as banquet, cocktails and buffets.
- Attending month end and other stocktaking activities in all food and Beverages.
- Running of other cost related activities assigned to me by my manager.
- Quarter menu vs micro test in all the outlets.

STORE KEEPER

- Raising Purchase Orders for the entire properties.
- Following up on the orders with the suppliers and ensure their on time deliveries
- Posting Outlets requisitions, allocations and FIFO procedures for the store.
- Issuing the stock to the respective department/ outlets, spot checking and organizing.
- Conducting monthly inventories, expiries, reporting any damaged items to the manager.

Center and Stop Over Hotel Mortala Muhammed International airport road, Ajao estate junction, Lagos.
POSITION: Guest Service/ Porter 2022 - 2023

Duties and responsibilities:

- Greeting guests and carrying luggage to and from their rooms
- Showing guests to their rooms **Welcome** and explaining the facilities/ parking guests cars
- Arranging transports and making restaurant and theater bookings for guests/ Moving furniture and setting rooms for conferences and events.
- Covering the reception desk, dealing with enquiries by phone and face to face
- Using the computer to check-in guests arriving late, and check out those leaving early/ preparing and delivering late night snacks to guests rooms,
- Dealing alone with problems arising in the night, if necessary transferring guests into a different room,
- Setting up equipment and coffee for early morning conferences./ collecting and delivering the morning papers,
- Answering guests questions about the hotel and local points of interest and looking after keys and left luggage.
- Covering the reception desk, dealing with enquiries by phone and face to face
- Using the computer to check-in guests arriving late, and check out those leaving early/ preparing and delivering late night snacks to guests rooms,
- Dealing alone with problems arising in the night, if necessary transferring guests into a different room,
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- Answering guests questions about the hotel and local points of interest and looking after keys and left luggage.

Account / Inventory/store personnel:

Duties and responsibilities:

- i. Vetting of restaurants and Bars daily sales and activities.
- ii. Checking invoices, monitoring account activities and resolving issues.
- iii. Tracking of the organization expenses and overdue debts
- iv. Vetting of front office reception daily check in and check out activities, transactions in order to maintain accuracy.
- v. Working with collection agencies, tax related functions, overdue payment and receipts.
- vi. Conducting of spot checks, inventory on stores, warehouse, kitchen, laundry, bar, events and other departments.

Inventory personnel:

- 1... Keeping track of goods and supplies in the store, warehouse.
2. Managing orders to facilitate sales production
3. Managing inventory tracking system to record deliveries, requisition, shipment and stock levels
4. Monitoring stock levels at stores, restaurants, bars, engineering, as well as ensuring there are no shortages or overage.
5. Maintaining the stock level as required.

Wolewajeun Restaurant, Bar ,Lounge Clubs, Sangotedo Ajah: 2023**Position: Store Manager.****Duties & Responsibilities**

- Maintain accurate records of inventory levels/ Receive, unload, and shelve supplies
- Replenish supply inventories following established guidelines and other related duties as assigned
- Records management/ Assisting with store operations as needed
- Assists and advises customers and ensure all items are properly stored
- Equipment maintenance & Handling customer inquiries and requests
- Inventory management/ Assists and advises customers and Ensure all items are properly stored,
- Inspect delivers for discrepancy or damage and Maintaining cleanliness and organization/ Maintains inventory of necessary supplies,
- Manage the store layout/ Observe and practice safe working methods.

Bankolemoh Restaurant Lekki Phase 1, Currently.**Position : Store Manager****Duties and Responsibilities:**

- Organizing and managing inventories for restaurants, kitchen , bar and lobby
- Coordinating with suppliers and vendors for timely deliveries and follow ups.
- Monitoring stock levels, reporting discrepancies ,shortages, spoilages to the management and taking proper actions to solve them.
- Raising local purchase orders for the organization and receiving the orders accordingly with specifications .
- Issuing stocks to the various sections and recording them accordingly in the system as required.
- Managing the store and maintaining safe storage to avoid spoilages and control from pest .
- Rotating stock to ensure first –in-first out(FIFO) method.
- Conducting regular stock check and physical count to maintain accurate inventory levels.
- Proper storing and labeling inventory items.
- Updating inventory management systems with relevant data.
- Negotiating prices and delivery terms with suppliers and vendors.
- Monitoring of stock level to identify reorder points.

Company : Take food international**Position : Store/ inventory manager****From 2024 Till date**

- Maintain accurate stock levels across all locations (warehouse, stores or distribution centers
- perform regular cycle and annual physical counts, investigate and resolve discrepancies
- Ensure proper stock rotation (FIFO/FEFO)and handling of obsolete or slow moving items
- Analyze historical data, trends and seasonality to forecast demand
- collaborate with sales ,marketing team and procurement to align forecast with business goals
- Determine optimal safety stock levels across all and reorder point
- Receive , proper documentation and Stock distribution
- Ensure proper labeling, generate and analyze stock levels, turnover etc.