

LOIS FATIMA JIYA

Address: Behind NYSC Camp, Ilabe Area, Iseyin, Oyo State

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PROFESSIONAL SUMMARY

Results-oriented Hospitality Management professional with extensive experience in front desk operations, guest relations, and team supervision. Proven track record of enhancing guest satisfaction and streamlining administrative workflows in high-pressure environments. Currently concluding National Youth Service Corps (NYSC) and seeking to leverage strong interpersonal skills and soft-skills certification to contribute to organizational excellence as a Receptionist.

CORE COMPETENCIES

Administrative: Front Desk Management, Reservations & Bookings, Record Keeping.

Customer Relations: Conflict Resolution, Guest Experience Optimization, Professional Correspondence.

Leadership: Staff Supervision, Operational Workflow Oversight, Training & Mentoring.

Soft Skills: Effective Communication, Advanced Multitasking, Time Management, Team Collaboration.

PROFESSIONAL EXPERIENCE**Receptionist | Silver Z B Resort, Iseyin, Oyo State | 2025**

- Orchestrated daily front-desk operations.
- Primary contact for guest inquiries.
- Maintained accurate guest records.

Supervisor | House 7 Hotel | 2024

- Directed daily staff activities.
- Liaised between management and guests.
- Optimized shift schedules.

Receptionist | Aminch Guest House | 2020

- Managed bookings.
- Administrative support.
- Built guest relationships.

Waitress | Taste Palace Hotel, Bida, Niger State | 2025

- Delivered quality dining service.
- Maintained hygiene standards.

EDUCATION

Higher National Diploma (HND) in Hospitality Management – Federal Polytechnic Bida

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CERTIFICATIONS & SERVICE

Soft Skills Training Certificate – Jobberman

National Youth Service Corps (NYSC) – Currently Serving (Batch B, 2025/2026)

TECHNICAL & LANGUAGE SKILLS

Languages: English (Fluent), Hausa (Fluent), Nupe (Native).

Tools: Microsoft Office Suite (Word, Excel), Property Management Systems (PMS).

REFERENCES

Available upon formal request