

ODUDEYI JOY ADEBOWALE

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PROFESSIONAL SUMMARY

Customer-focused professional with hands-on experience across front desk operations, guest relations, customer support, and hotel supervision. Proven ability to deliver efficient service in fast-paced environments while maintaining high standards of professionalism, accuracy, and courtesy. Skilled in managing front desk operations, resolving service issues, and supporting smooth daily operations. Recognized for strong communication and a commitment to creating positive customer experiences.

PROFESSIONAL EXPERIENCE

Twinwaters Entertainment Center Waitress

2024 - Present

- Delivered high-quality table service to guests while maintaining professionalism in a fast-paced hospitality environment.
- Supported event operations by coordinating with service and operations teams during peak periods.
- Ensured guest satisfaction by promptly attending to requests, feedback, and service recovery needs.
- Maintained cleanliness, presentation standards, and compliance with service protocols.
- Contributed to a positive guest experience through courteous communication and attention to detail.

Paradox Hotel Hotel Supervisor

2022 - 2024

- Supervised daily hotel operations, ensuring smooth coordination across front desk, housekeeping, and service teams.
- Managed guest relations, resolved escalations, and maintained high service standards and satisfaction levels.
- Oversaw staff scheduling, task allocation, and performance monitoring to optimize service delivery.
- Ensured compliance with operational procedures, safety standards, and service protocols.
- Supported management in improving operational efficiency and guest experience.

- Served as the first point of contact for guests, managing check-ins, check-outs, and front desk inquiries.
- Handled incoming calls, reservations, and guest requests with professionalism and efficiency.
- Maintained accurate guest records, billing details, and front desk documentation.
- Coordinated with housekeeping and service teams to ensure timely room readiness.
- Delivered consistent customer service aligned with hotel standards and brand expectations.

Quantum Suite, Arepo, Ogun State
Waitress

2020 - 2021

- Provided attentive food and beverage service while ensuring guest comfort and satisfaction.
- Managed multiple tables efficiently in a high-traffic hospitality setting.
- Maintained positive guest relationships through clear communication and service excellence.
- Adhered to hygiene, safety, and service standards at all times.
- Supported team operations to ensure smooth service flow during peak hours.

EDUCATION

Yetkem Institution of Catering & Hotel Management
Diploma in Catering & Hotel Management

2016 - 2019

Mende Senior High School, Maryland, Lagos
Senior Secondary School Certificate Examination - SSCE

2008 - 2014

SKILLS

- Administrative support
- Attention to detail
- Process improvement and efficiency
- Customer Service & Guest Relations
- Front Desk & Reception Operations
- Verbal Communication & Interpersonal Skills
- Service Recovery & Complaint Resolution
- Time Management & Multitasking

Tools: Microsoft Office suite, Google Workspace.

REFERENCES

This will be provided upon request.