OKEREKE CHIEMERIE MICHAEL

Hospitality & Customer Service Professional

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PROFESSIONAL SUMMARY

Hardworking, honest and dependable professional with hands-on experience in hotel front-desk reception, bar service and dispatch delivery. Skilled at welcoming and assisting customers, working under pressure and keeping to time, with a strong willingness to learn, work in a team and grow within an organisation.

CORE SKILLS

- Communication & interpersonal skills
- Customer service
- Front-desk & reception duties
- Bar service & drink preparation
- Dispatch & timely delivery
- Teamwork & collaboration
- Working under pressure
- Time management & organisation
- Adaptability & willingness to learn

PROFESSIONAL EXPERIENCE

Receptionist
Jun 2026 – Oct 2026

Pat De Coyote Hotel, Lagos

- Welcomed guests and visitors and provided friendly, professional front-desk service.
- Answered enquiries by phone and in person, directing guests to the right information or department.
- Supported guest check-in and check-out and kept the reception area neat and organised.
- Handled guest requests and concerns promptly to support a positive guest experience.

Dispatch Rider
Jan 2025 – Feb 2026

Lucy Kitchen, Lagos

- Delivered food orders to customers across Lagos safely and on time.
- Handled orders carefully to keep them fresh and correct on arrival.
- Communicated clearly with customers and the kitchen team to ensure smooth deliveries.
- Managed time and routes effectively, including during busy periods.

Barman
Apr 2023 – Nov 2023

BigT Restaurant and Bar, Enugu State

- Served drinks and provided courteous, attentive service to bar and restaurant guests.
- Maintained a clean, well-organised bar and followed hygiene standards.
- Handled orders accurately and supported smooth service during busy periods.
- Worked with colleagues to keep customers satisfied.

EDUCATION

Federal Polytechnic, Oko
2020 – 2022

Anambra State

Community High School, Ajalli
2010 – 2016

Secondary education

PERSONAL DETAILS

Nationality: Nigerian

Date of Birth: 11 January 1998

Languages: English

State of Origin: Anambra State

Marital Status: Single

REFEREES

Available upon request.