

OLABISI MUSTAPHA

HOSPITALITY OPERATIONS | FACILITIES COORDINATION | GUEST EXPERIENCE | TEAM LEADERSHIP

📍 Lagos, Nigeria | 📞 09167513000 | ✉ mustaphasaintolabisi55@gmail.com

PROFESSIONAL PROFILE

Results-driven hospitality and operations professional with over five years of experience leading teams, coordinating daily operations, and delivering exceptional guest experiences across the hospitality, real estate, and service industries.

Experienced in hotel operations, restaurant supervision, stakeholder engagement, customer service, and business operations, with a proven ability to maintain high service standards, improve operational efficiency, and build lasting client relationships.

Recognized for leading cross-functional teams, resolving operational challenges, coordinating external stakeholders, and creating seamless guest experiences. Passionate about operational excellence, team leadership, and delivering outstanding hospitality services.

CORE COMPETENCIES

- Hospitality Operations
- Facilities Coordination
- Guest Experience Management
- Team Leadership & Staff Supervision
- Customer Service Excellence
- Reservation & Booking Coordination
- Property Operations
- Vendor & Contractor Coordination
- Stakeholder Engagement
- Operations Planning
- Administrative Management
- Conflict Resolution
- Business Development
- Microsoft Office Suite

PROFESSIONAL EXPERIENCE

Head of Operations & Content Creator

2021 – 2023 (Hybrid)

Royal Mandarin Hotel, Abeokuta, Ogun State

- Oversaw daily operations across a 30+ room hotel, ensuring efficient service delivery and operational excellence.
- Served as the primary point of contact for guests, managing enquiries, reservations, and guest requests with professionalism.
- Delivered exceptional guest experiences while attending to approximately 30–70 guests daily, depending on occupancy.
- Built strong guest relationships that contributed to customer satisfaction and repeat patronage.
- Collaborated with management to improve operational processes and enhance overall guest experience.
- Developed engaging digital content promoting hotel services, events, and hospitality offerings.

Restaurant Supervisor

2020 – 2022

South Kitchen & Lounge, Lagos

- Supervised the daily operations of a busy restaurant and lounge while maintaining exceptional hospitality standards.
- Led and coordinated a 20+ member service team, ensuring efficient operations during peak business hours.
- Managed guest reception and seating arrangements, creating a welcoming and seamless dining experience.
- Monitored staff performance, delegated responsibilities, and maintained operational excellence.
- Resolved customer concerns promptly while ensuring high levels of guest satisfaction.
- Assisted management in delivering memorable dining experiences and maintaining service quality.

Product & Business Team Lead

2024 – Present

BAAAY Project, Lagos

- Coordinated cross-functional teams across multiple real estate development projects to ensure smooth operational execution.
- Successfully planned and delivered a major Open House event by coordinating internal teams and external stakeholders.
- Represented executive leadership during engagements with legal advisers and supported project documentation processes.
- Worked closely with executive leadership to build and maintain relationships with local government authorities and regulatory stakeholders.
- Managed stakeholder communications, strengthening partnerships that supported efficient project execution.
- Conducted business analysis and collaborated across departments to improve operational efficiency and client satisfaction.

