

TIJIME EMMANUEL

Location: Keffi, Nasarawa State (Open to relocation to Abuja, Lagos, or Kano)

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PROFESSIONAL SUMMARY

Results-driven hospitality management professional with 8 years of hands-on experience in operational leadership, staff supervision, and high-quality guest relations. Proven track record of managing daily front-office activities, optimizing facility standards, and leading diverse service teams to deliver exceptional customer satisfaction. Excellent communicator skilled in conflict resolution, administrative oversight, and driving daily operational excellence.

WORK EXPERIENCE

360 Degree Hotel | Keffi, Nasarawa State

General Supervisor (June 2026 – Present)

Oversee daily hotel operations, ensuring seamless communication across departments and maintaining high service standards.

Lead, train, and supervise frontline and service staff to maximize productivity and guest satisfaction.

Monitor facility maintenance, manage daily reporting, and handle immediate guest inquiries or operational challenges.

Kissmate Hotel | Makurdi, Benue State

General Manager / Receptionist (2013 – 2015)

Directed daily hotel operations, staff scheduling, performance management, and facility upkeep. Managed front-desk activities, handled reservations, processed guest check-ins/check-outs, and resolved complaints efficiently.

Maintained accurate administrative records and managed inventory control.

Prince Hotel | Kano State

Swimming Pool Attendant / Waiter (2008 – 2012)

Delivered exceptional food and beverage service, ensuring pristine dining presentation and adherence to hygiene standards.

Managed the recreational pool area, ensuring strict adherence to guest safety and cleanliness protocols.

Pounded Yam & Co. | Kano State

Waiter (2007 – 2008)

Provided efficient, courteous table service, managed guest orders, and processed payments accurately.

Collaborated closely with kitchen teams to maintain seamless service delivery and high-quality presentation.

EDUCATION

B.Sc. (Hons) Sociology

Benue State University, Makurdi (Graduated: 2024)

West African Senior School Certificate (WASSCE)

Unity Comprehensive College, Kawaji, Kano (Graduated: 2006)

KEY SKILLS

Leadership & Management: Staff Supervision, Operational Strategy, Team Training, Shift Management.

Customer Service: Guest Relations, Conflict Resolution, Professional Communication.

Administration: Front-Office Operations, Daily Reporting, Inventory Management, Record Keeping.

REFEREES

Upon request