

ELEMI EMMANUEL ENI

14 Rafiu Tijani street by UBA B/S, Iyana Ejigbo, Lagos

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PROFILE

Organized and dedicated managerial/administrative professional with a proven track record of delivering operational excellence in fast-paced environments. Skilled in leadership, decision-making, and process improvement with strong attention to detail. Self-motivated, adaptable, and effective both independently and as part of a team.

CORE COMPETENCIES

- Leadership & Team Management
- Operations & Administrative Management
- Hospitality & Restaurant Management Systems
- Project Management & Process Improvement
- Customer Service Excellence
- Critical Thinking & Problem Solving
- Time Management & Organization
- Proficient in the use of Microsoft Word/Excel
- Customer Centric

PROFESSIONAL EXPERIENCE

F&B MANAGER/DUTY MANAGER

Rolak Comfort Garden, No.15 Omolaja bello str Governors RD Ikotun | April 2026 till Date

RESPONSIBILITIES

1. Property & Shift Leadership: Overseeing overall hotel operations (Front Desk, Housekeeping, F&B) and managing the floor during the shift.
- 2. F&B Service Standards: Directing kitchen, restaurant, and bar teams to ensure strict SOP compliance and excellent service.
- 3. Guest & Complaint Resolution: Welcoming VIPs and serving as the ultimate problem-solver for any room or dining complaints.

- 4. Cost & Stock Control: Managing food and beverage inventory, minimizing wastage, and optimizing menu profitability.
- 5. Event & Entertainment Management: Coordinating logistics and staff execution for live events, match screenings, and banquets to drive revenue.
- 6. Crisis & Shift Reporting: Handling emergencies, ensuring security, and logging daily financial handovers and operational incidents.

SENIOR SUPERVISOR

Sweet Sensation Confectionery, Opebi Ikeja – Lagos | Feb 2022 – Jan 2025

RESPONSIBILITIES

- Oversaw daily operations across multiple outlets, ensuring smooth coordination between departments.
- Maintained effective communication with outlet managers, staff, and vendors.
- Supervised inventory management, stock counts, and discrepancy reporting.
- Developed and improved operational procedures to enhance efficiency.
- Monitored production parameters and quality assurance processes.
- Managed accounts payable/receivable and ensured financial accuracy.

Duty Manager

St Anthony Hotel's and Suites, Liasu Road, Egbe Ikotun, Lagos | 2020 -2022

RESPONSIBILITIES

1. Providing a visible management presence while on duty.
 2. Ensuring each department is prepared and staffed for each shift.
 3. Dealing with sales enquires in absence of sales department.
 4. Running of weddings, functions & conferences during each shift.
 5. Monitor health and safety throughout the hotel.
- Overseeing day-to-day operation of the whole facility
 - Communicating with customers (handling complaints, collecting ideas on improving the operation, providing information, selling facilities, checking premises, reporting any damages and breakdowns and checking if repairs have been completed)

Food & Beverage Manager

Presken Hotels & Resorts, Ikeja – Lagos | Mar 2018 – 2020

RESPONSIBILITIES

- Managed all food and beverage operations within budget and quality standards.
- Collaborated with the Executive Chef to design menus and improve offerings.

- Handled forecasting, planning, and procurement of supplies.
- Built strong vendor relationships and monitored service quality.
- Set and enforced operational KPIs and restaurant policies.

Front Desk Receptionist (NYSC)

Federal Palace Hotel & Casino, Victoria Island – Lagos | Aug 2016-2017

- Welcomed and checked in guests, processed reservations, and verified payments.
- Coordinated with housekeeping and maintenance to resolve guest concerns.
- Maintained daily reports, incident logs, and booking schedules.
- Managed conference room reservations and customer inquiries.

EDUCATION

Certificate,Flight Operations/Flight Dispatcher-AeroConsult LMT (2025)

- HND, Hospitality Management Technology – Lagos State Polytechnic (2014-2016)
- Leadership Certificate Diploma – Word of Faith Bible Institute (2012-2024)
- Senior School Certificate Examination (SSCE) – Community Secondary School Itigidi (2011)
- First School Leaving Certificate – St. Joseph Primary School Itigidi(2005)

HOBBIES

Reading, Writing, Cooking, Traveling, Sports, Meeting People, Music

REFEREES

Mrs Bassey Gabriel

☎09047099639,Civil Servants