

JOHN PAUL OZUZU

RESTAURANT MANAGER | HOSPITALITY OPERATIONS | GUEST EXPERIENCE | TEAM LEADERSHIP

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PROFESSIONAL PROFILE

Results-driven Hospitality and Restaurant Operations Professional with over 10 years of progressive experience across restaurant and bar operations, hotel and event management, customer relationship management, and service operations.

Experienced in supervising hospitality teams, coordinating daily operations, managing guest relationships, handling customer concerns, controlling inventory and costs, monitoring POS and cash transactions, and maintaining high standards of service, hygiene, and operational efficiency.

Proven ability to combine hands-on hospitality experience with strong commercial and relationship-management skills to improve guest satisfaction, strengthen customer loyalty, increase revenue opportunities, and support profitable operations. Experienced in fast-paced, customer-facing environments and comfortable working with diverse teams and demanding clientele.

CORE COMPETENCIES

Restaurant & Hospitality Operations | Guest Experience Management | Restaurant & Bar Supervision | Team Leadership & Staff Development | Food Safety & Hygiene | Inventory & Stock Control | Cost Control & Waste Reduction | POS & Cash Management | Sales & Revenue Growth | Customer Relationship Management | Complaint & Conflict Resolution | Event & Banquet Coordination | Corporate Client Management | Service Quality Management | Staff Scheduling & Workflow Coordination | Business Development | Vendor & Supplier Coordination | Operational Reporting | Microsoft Office Suite

PROFESSIONAL EXPERIENCE

TRANSGUARD GROUP OF COMPANIES -Dubai, UAE

Deli Sushi Restaurant

Restaurant Supervisor | July 2021 – January 2026

Responsible for driving seamless daily operations, leading high-performing service teams, and delivering exceptional sushi dining experiences while maintaining uncompromising standards of food quality, hygiene, guest satisfaction, and operational efficiency.

- Supervised daily restaurant operations, coordinating front-of-house and kitchen activities to ensure smooth and efficient service.
- Coordinated sushi service, ensuring accurate orders, timely preparation, quality presentation, and effective communication between service and kitchen teams.
- Monitored food quality, freshness, hygiene, proper ingredient storage, temperature control, and prevention of cross-contamination.
- Led and coached restaurant staff, delegated duties, monitored performance, and maintained high standards of customer service and professionalism.

- Managed guest concerns, special requests, and service recovery while supporting customer satisfaction, repeat business, and overall restaurant performance.

FIRST BANK OF NIGERIA PLC

Relationship Manager | June 2019 – May 2021

Managed retail and corporate client portfolios while delivering relationship management, business development, customer service, and financial solutions.

Key Achievements

- Managed relationships for more than 150 retail and corporate clients.
- Increased loan portfolio from ₦50 million to ₦80 million within two years.
- Originated approximately ₦100 million in quality loan facilities.
- Contributed to 50% business growth through relationship management and cross-selling initiatives.
- Leveraged CRM analytics and customer behaviour insights to improve portfolio performance by 40%.
- Developed long-term client relationships that supported retention, loyalty, and repeat business.
- Identified customer needs and recommended appropriate financial solutions.

GRAND CUBANA HOTELS & EVENT CENTRE

Event Manager & Client Relationship Management | October 2017 – June 2019

Managed hotel and event-related client relationships while supporting business development, accommodation, conference, and event services.

Key Responsibilities & Achievements

- Developed new corporate business opportunities for hotel accommodation, conference facilities, and event services.
- Built and maintained relationships with corporate organizations and event planners.
- Increased accommodation and event bookings through proactive business development activities.
- Negotiated corporate accommodation and conference packages.
- Coordinated closely with operational teams to support smooth service delivery and exceptional guest experiences.
- Managed client expectations before, during, and after events.
- Strengthened customer retention through responsive and professional relationship management.
- Supported the delivery of hospitality and event services in a customer-focused environment.

MIMI'S PLACE RESTAURANT & LOUNGE

Head Barman / Supervisor | December 2014 – October 2017

Supervised bar operations and supported the smooth, efficient, and profitable running of the establishment while maintaining high standards of guest service, safety, hygiene, and operational control.

Key Responsibilities & Achievements

- Supervised daily bar operations, ensuring efficient service delivery and compliance with company standards.
- Led, trained, and mentored bartenders and bar staff to maintain high service standards and team performance.
- Managed bar inventory, including stock ordering, receiving, storage, stock counts, and cost control.
- Managed cash handling, sales reconciliation, and POS transactions with a strong focus on accuracy and accountability.
- Ensured customers received professional, efficient, and welcoming service.
- Addressed customer concerns and supported positive guest experiences.
- Maintained compliance with applicable health, safety, and hygiene standards.
- Supported sales growth through effective customer engagement and service delivery.

KEY CAREER ACHIEVEMENTS

1. Progressed through hospitality, restaurant supervision, hotel/event management, banking relationship management, and international customer service roles.
2. Supervised restaurant/bar operations while managing staff, inventory, POS transactions, cash reconciliation, and guest service.
3. Developed corporate partnerships and increased hotel accommodation and event bookings.
4. Built strong customer relationships across hospitality, retail, logistics, and financial services environments.

EDUCATION

M.Sc. Management & Production Engineering – in progress
Southern Federal University, Russia

B.Sc. Business Management
Imo State University, Owerri, Nigeria

PROFESSIONAL CERTIFICATIONS & DEVELOPMENT

Food & Safety Certificate

- Principles of good hygiene
- Proper use of PPE
- Food storage temperature and presentation standards

Master of Bar Academy Certificate

- IQ Certificate of Participation — Sponsored by Guinness

Artificial Intelligence Conference Participant

- Nigerian Youth Parliament | Ministry of Youth and Social Development | SkillzUp Career Hub | January 2026

ADDITIONAL PROFESSIONAL STRENGTHS

- Leadership: Team supervision, staff development, performance support and operational coordination.
- Customer Experience: Guest engagement, complaint resolution, relationship building and service recovery.
- Commercial Awareness: Sales development, cross-selling, client acquisition, revenue opportunities and customer retention.
- Operational Control: Inventory management, stock control, POS transactions, cash reconciliation, reporting and compliance.
- Hospitality: Restaurant/bar operations, hotel services, event coordination, corporate hospitality and guest experience.

REFERENCES

Available upon request.