

# CHUKA OKEKE

## Hotel Manager

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Lagos, Nigeria

CO

## SUMMARY

With 20 years of experience in hotel management, I have successfully led operations in various prestigious hotels in Lagos. My focus has always been on enhancing guest satisfaction while increasing revenue. By implementing efficient processes and leading dedicated teams, I take pride in achieving high ratings and notable milestones in the hospitality industry.

## EXPERIENCE

### Senior Hotel Manager

#### Lagos Palace Hotel

01/2010 - Present Lagos, Nigeria

A leading luxury hotel offering top-notch services to guests.

- Managed day-to-day hotel operations ensuring a high standard of service and quality.
- Successfully increased hotel revenue by 30% over two years through strategic marketing.

### Hotel Operations Manager

#### Eko Hotels and Suites

01/2005 - 12/2009 Lagos, Nigeria

A prestigious hotel known for its premium service and extensive facilities.

- Oversaw hotel operations and facilitated training programs for staff.
- Implemented operational changes leading to improved guest satisfaction scores.

### Assistant Hotel Manager

#### Tarkwa Bay Resort

01/2003 - 12/2004 Lagos, Nigeria

A popular resort known for its beautiful beach and hospitality services.

- Coordinated events and functions while ensuring guest needs were met efficiently.
- Achieved recognition for excellence in hotel management at regional awards.

## EDUCATION

### Bachelor's Degree in Hospitality Management

#### University of Lagos

01/2000 - 12/2003 Lagos, Nigeria

## LANGUAGES

English  
Native



Yoruba  
Proficient



## STRENGTHS



### Expertise in Hotel Management

Extensive knowledge of hotel operations and management.



### Team Leadership

Ability to lead and motivate diverse teams to achieve optimal performance.



### Customer-Focused Approach

Strong customer service orientation ensuring client satisfaction.

## KEY ACHIEVEMENTS



### Hotel Renovation Achievement

Led a successful renovation project that enhanced guest experience and increased repeat visits.



### Guest Satisfaction Milestone

Achieved the highest guest satisfaction rating in the hotel's history during my tenure.

## SKILLS

### Hard Skills

#### Operations Management

#### Customer Relationship Management

#### Revenue Management

### Soft Skills

#### Leadership

#### Communication

#### Problem Solving

## TRAINING / COURSES

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### Diploma in Hospitality Management

Completed comprehensive  
training in hospitality management  
covering operations and finance.