**EKAETTE DAVID IYIRE.**

#1-3 NEPA COOP Estate, Alatunshe Town

Ibejulekki, Lagos- Nigeria

Cell: **+2347037742360**• **ivbeibi@gmail.com**

**OBJECTIVE**

To find a position in a development-oriented company that allows me to use my talents to fulfill the needs of the organisation and begin a career with potential for long-term advancement.

**CORE COMPETENCIES**

|  |  |  |
| --- | --- | --- |
| * Proactive | * Diary Management | * Team Worker |
| * Takes ownership | * Travel Management | * Good judgement |
| * Good Communication skills * Planning and Organizing | * Project Management * Office Administration |  |

## PROFESSIONAL EXPERIENCE

Primal Hotel and Suites. March 2017-March 2020

Asistant Front Office Manager

**Duties**:

* Assisted the front office manager in his absence to run all office operations.
* Monitored front office, to ensure all guests receive prompt and personal recognition, guest registration and room assignment.
* Helped to promote the hotel brand.
* Supervised front desk personnel to ensure that guests complaints were resolved to their overall satisfaction and payment reconciliations processed to optimize profit and control costs.
* I ensured that company policies were followed to maintain the overall management style that follows company best practices.
* I reported to the front office manager

## Rightgate Hotel. Feb. 2016– Feb 2017

## Front Office Supervisor

**Duties**

* Supervised to ensure that all front office duties including check-in check-out procedures, reservations, guest phone messages and special requests were performed.
* Anticipated guests needs and prioritized the tasks assigned and following through on them.
* I was responsible for coordinating and overseeing office services and related office activities to achieve efficient utilization of available resources.
* I monitored to see that the front desk operations was efficient and smooth for producing excellent feedback.
* I ensured that the front office area was kept clean always to have a good ambience and neat environment for guests ccomfortability.
* Devised and maintained office system including data management and comprehensive filing system.
* Provided high quality and professional hospitality to the guests offering them gold service in order to enhance their experience.
* Processed customer enquiries and complaints or requests, resolving them when necessary through written or telephone communications. May consult with appropriate individuals or departments in handling unusual situations.
* Assembled all reports, proposals, document and other related correspondence.
* Provideed optimum customer service to clients and guestd as required to maintain and enhance existing business, resulting in repeat business, and preventing cancellations.
* I ensured that a friendly and courteous relations are maintained.
* I reported to the front office manager.

**Planet 1 Hotels Ltd**

**Front Office Supervisor**  (Jan. 2014 – Jan. 2016)

* Supervised to ensure that all front office duties including check-in check-out procedures, reservations, guest phone messages and special requests were performed.
* To ensure that guests are given a warm welcome with exceptional customer service at all times to ensure guests experience a great stay and guest satisfaction is enhanced.
* Responsible to overseeing all departmental functions and hotel operations including front desk, staff management.
* Assisted front office manager in his absence to maintain inventory, interact with guests, inspect rooms, create guests data base, handling guests accounts, coordinating guests service and promoting hotel brand.
* I ensured that a friendly and courteous relations are maintained.
* I ensured that the front office area was kept clean always to have a good ambience and neat environment for guests ccomfortability.
* I monitored to see that the front desk operations was efficient and smooth for producing excellent feedback.
* I was responsible for coordinating and overseeing office services and related office activities to achieve efficient utilization of available resources.
* I reported to the front office manager.

## Hotel De Island Jan. 2012 – Dec. 2013

## Front Office Supervisor

**Duties**:

* Supervised various departments to ensure smooth running of the hotel
* Identified and reported major problems in an effort to minimize future negative customer impact. May proactively contact customers to determine and resolve issues when required.
* Prepared standard and special reports as needed, in accordance with prescribed specifications within the customer service area.
* Reported to the front office manager.

## Best Western The Island Hotel (Nov.2009 – Dec. 2011)

## Position: Front Office Personnel

**Duties**:

* Coordinated reception area and ensured smooth running of the operation, including reservations
* Guest Relations Services
* Helped to promote the hotel brand and payment reconciliations
* Analyzed, processed, and resolved customer inquiries and complaints within designated area (s) of operation in accordance with established policies and procedures.
* Processed customer inquiries and complaints, resolving them through written or telephone communications. May consult with appropriate individuals or departments in handling unusual situations.
* Provided customer support services to members of the sales staff, furnishing them with pertinent information acquired through customer contact; advise them of appropriate action needed to resolve customer issues within prescribed policies and procedures.
* Cashiering functions.

**Group 4 Securicor Nig. Ltd. (March 2008 – Oct 2009)**

**Position: Personal Assistant to the Executive Director**

**Duties**:

* Answering high volume incoming calls in a call center environment.
* Assisted in the administrative support to all departments.
* Assisted the Human Resources in the documentation of fresh employees.
* Assisted in client’s liaison, invoicing and Payments Reconciliation.
* Ensured a comprehensive filing system was enhanced.
* Ensured that data entry or capturing and updates, word processing, mass mailings were achieved.
* Helped to prepare all reports, proposals, document and other related correspondence.
* Provided optimum customer service as required to maintain and enhance existing business, resulting in repeat business, and preventing cancellations.

## EDUCATION

***B.Sc. Chemistry, 2013***

University of Calabar, Nigeria.

***Linez Computer Institute, 2006***

***General Certificate in Education(GCE) 2002***

**REFEREES**

1. Mr. Christian Ereshe Togo

CEO MCDC Global LTD.

Majek – Ibejulekki – Lagos.

+2347038858527.

1. Mr. Samuel Asaolu

G.U.I Tax Auditing

Ogba – Lagos

+2348030663447.