

Contact:

No.15 Godwill close, Behind Holy Spirit Catholic Church Byazhin across Kubwa Abuja, Abuja Nigeria.

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Nigerian

Category B

Skills:

- Night-Time supervision
- Facility maintenance knowledge
- Professionalism under pressure
- Culinary understanding
- Guest relationship building
- Technical equipment operation
- Room service oversight
- People motivation
- Empathy and understanding
- Front desk administration
- Room inspection
- Guest feedback management

Language:

English	Fluent
Igbo	Native
Hausa	Elementary

Hobbies & Interest:

Football

Reading

Travelling

Meeting New People

Master of Ceremony (MC)

Onyekachi Ekeh

Dedicated hospitality professional with expertise in night-time supervision and facility maintenance, ensuring seamless operations and guest satisfaction. Proven ability to maintain professionalism under pressure, coupled with culinary understanding and technical equipment operation skills. Adept at building guest relationships, overseeing room service, and managing front desk administration to enhance the overall guest experience. Committed to motivating teams through empathy and understanding, while excelling in room inspection and guest feedback management. Aspires to further develop leadership capabilities within the hospitality industry.

Work Experience

Guest service agent | K class Hotel

Abuja, Nigeria, January 2024-July 2026

- Liaised with hotel departments to meet guest needs efficiently.
- Handled emergency situations calmly and efficiently, prioritising safety of guests.
- Delivered excellent communication skills to resolve any queries or issues of guests.
- Provided high-quality customer service for enhanced guest experience.
- Utilised knowledge of hotel facilities and services to assist guests accordingly.
- Maintained a clean and welcoming reception area, projecting an inviting atmosphere.
- Managed hotel reservations for optimal room occupancy.
- Handled telephone calls professionally, directing them appropriately within the hotel.
- Ensured smooth check-ins and check-outs for superior convenience.
- Processed payments promptly, ensuring accurate billing.
- Offered personalised service to regular guests, fostering loyalty towards our hospitality brand.
- Demonstrated problem-solving abilities by effectively managing challenging situations.
- Took responsibility for safekeeping of guest valuables at the front desk, promoting trust and reliability.
- Resolved customer complaints with professionalism and patience.
- Contributed to team efforts in maintaining high standards of cleanliness throughout the hotel premises.
- Arranged transportation services for guests, offering seamless travel experiences during their stay.
- Improved overall guest satisfaction with attention to detail in all tasks.
- Assisted guests in locating local attractions to enrich their stay.
- Coordinated with housekeeping staff for efficient room preparation.
- Enhanced guest satisfaction by providing prompt and courteous service.
- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.

Certifications and Licences:

Drivers Licenses

CAC

Awards, Accomplishments & Honours:

Long Service Award

Rockview Hotel

10 years

Reference:

Available Upon Request.

Night manager | K Class Hotel
Abuja, Nigeria, January 2024-July 2026

- Responded promptly to emergency situations maintaining calm under pressure whilst following established protocols.
- Supervised night staff, fostering team spirit and high morale amongst employees.
- Managed booking reservations accurately avoiding overbooking complications or discrepancies upon guest arrival.
- Executed administrative duties including report preparation, invoice processing and inventory management for operational efficiency.
- Improved guest satisfaction with timely problem resolution, effective communication skills and professional demeanour.
- Coordinated with other departments ensuring all guest requests were fulfilled promptly leading to increased customer satisfaction scores.
- Handled financial transactions for accuracy in end-of-day reporting to ensure a seamless transition to day shift.
- Ensured timely room services deliveries maintaining high standards of hospitality even during late-night hours.
- Monitored CCTV system regularly for security purposes, ensuring safe environment for guests and staff alike.
- Upheld company policies whilst dealing with any disturbances or issues that arose during the night shift.
- Facilitated check-ins and outs smoothly even during peak hours, guaranteeing guest satisfaction and repeat business.

Material controller/Store Keeper | Julius Berger Nig. Plc
Zaria, Kaduna State , Nigeria , February 2021-September 2023

- Conducted regular audits to verify inventory accuracy and compliance with regulations.
- Reduced wastage through diligent monitoring of material usage.
- Identified potential suppliers, contributing to a diversified supply base.
- Facilitated efficient production by ensuring prompt availability of required materials.
- Coordinated with suppliers for timely delivery of materials.
- Managed disposal of waste materials responsibly, demonstrating commitment towards environmental conservation.
- Resolved any supply chain issues promptly, minimising disruption to operations.
- Liaised closely with production department to understand material requirements.
- Ensured smooth production flow with careful inventory management.
- Developed relationships with key stakeholders which resulted in successful negotiation of contracts.
- Collaborated with logistics teams for seamless material transportation.
- Analysed market trends to anticipate changes in material costs.
- Promoted safety protocols during handling and storage of hazardous materials.
- Managed supplier invoices, resulting in improved financial accuracy.
- Maintained accurate records to prevent stock discrepancies.

- Negotiated contracts with suppliers to ensure best prices and terms.
- Implemented new procedures for effective material control and management.
- Improved supply chain efficiency by overseeing material procurement processes.
- Facilitated strategic decision-making, reporting material availability and departmental performance to senior management.
- Guaranteed timely production, maintaining accurate bill of materials (BOM) in ERP.

Concierge | Rockvie Hotel Royal
Wuse II, Abuja, Nigeria, May 2012-August 2020

- Maintained professional demeanour whilst dealing with difficult situations.
- Enhanced guest satisfaction by providing excellent customer service.
- Maintained up-to-date knowledge of local attractions for better recommendations.
- Managed front desk operations effectively during peak hours.
- Delivered exceptional service to VIP guests, exceeding expectations.
- Handled complaints professionally, resolving issues promptly.
- Worked closely with hotel staff to ensure consistent communication flow.
- Responded swiftly to guest inquiries, ensuring satisfaction.
- Communicated regularly with housekeeping staff to maintain room standards.
- Provided personalised services to guests, improving their stay experience.
- Organised special requests from guests, ensuring attention to detail.
- Offered detailed information about hotel's facilities and services, guiding guests effectively.
- Coordinated transportation arrangements for timely pick-ups and drop-offs.
- Ensured smooth operations for daily concierge activities.
- Upheld hotel's brand image through excellent customer interactions.
- Organised guest transport to support smooth airport transfers.

Education:

Federal University of Jos — Feb 2007 – July 2010
Plateau State
National Diploma/OND)
Marketing

Suleja Community Secondary School — Sep 2000 – July 2005
Niger State, Nigeria
WAEC