ANIGILAJE OLUTAYO MARY OLAIDE CFM

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PROFESSIONAL SUMMARY

Dynamic and results-driven General Manager with extensive experience in the Quick Service Restaurant (QSR), Food and Drink, with the Hospitality industry, skilled in driving operational excellence, revenue growth, and customer satisfaction. Proven ability to lead high-performing teams, streamline processes, and implement innovative strategies to maximize profitability and efficiency. Adept at managing multi-unit operations, ensuring compliance with food safety standards, and delivering exceptional guest experiences. Strong background in staff training, cost control, supply chain management, and performance improvement, with a track record of achieving business objectives in competitive markets.

CAREER ACHIEVEMENTS

- Increased restaurant revenue by 20% within 12 months through strategic marketing campaigns, upselling programs, and enhanced customer engagement.
- Successfully launched and managed multiple QSR outlets, ensuring consistent brand standards and operational efficiency across all locations.
- Reduced operating costs by 15% by implementing effective inventory management, supplier negotiations, and waste reduction initiatives.
- Improved customer satisfaction scores by 30% through staff training, service quality monitoring, and feedback-driven process improvements.
- Led a team of 50+ employees, achieving a 25% reduction in staff turnover by introducing recognition programs, career development plans, and a positive workplace culture.
- Ensured 100% compliance with health, safety, and food quality regulations, resulting in zero penalties or compliance issues during audits.
- Introduced delivery partnerships, contributing to a significant increase in sales channels and market reach.

COMPETENCIES & EXPERTISE

- **Operations Management** – Skilled in running daily QSR operations efficiently to ensure smooth service.
- **Team Leadership** – Ability to lead, motivate, and train staff to deliver top performance.
- **Financial Control** – Experienced in budgeting, cost reduction, and maximizing profitability.
- **Customer Service** – Focused on enhancing guest experience and building customer loyalty.
- **Sales Growth** – Implements strategies that drive revenue and expand market reach.
- **Inventory Management** – Strong in stock control, supplier management, and waste reduction.
- **Compliance & Safety** – Ensures adherence to food safety, hygiene, and industry regulations.
- **KPI Monitoring** – Uses performance metrics to measure success and improve efficiency.
- **Digital Systems** – Proficient with POS and digital ordering platforms for seamless operations.
- **Strategic Planning** – Aligns business goals with operational execution for sustainable growth.

EDUCATION

- The Polytechnic Ibadan: **HND - Higher National Diploma (Banking and Finance)**: 2004
- Federal Polytechnic Offa: **OND – National Diploma (Banking and Finance)**: 1999

CERTIFICATION & MEMBERSHIPS

- **Certified Food Management Personnel**: 2015
- International Research Association: **Member**: 2009
- **Licensed International Financial Analyst**: 2009

TRAININGS

- **Leading a Shift {LAS} Certificate**: Yum KFC International
- **Leading a Restaurant {LAR} Certificate**: Yum KFC International
- **Leading a Restaurant {LAR 2} Certificate**: Yum KFC INTERNATIONAL
- **Leading Multiple Restaurants {LMR} Certificate:** Yum KFC International
- **Integrated Pest Management System Awareness Certificate {ISO9001:2015 & FSS C22000Vs.5.1}**
- **Health, Safety and Environment Certificate**: Devyani International Nigeria Limited.
- **HACCP / VACCP/ TACCP Certificate**
- **HSE First Aider & Fire - Fighter Certificate**

WORK EXPERIENCE

AREA MANAGER (THREE OUTLETS)

Tank and Tummy | Lagos | July 2026 – Present

- Develop and execute area sales plans in line with company targets.
- Achieve monthly, quarterly, and annual sales and volume targets.
- Monitor territory performance and identify opportunities for revenue growth.
- Drive product distribution, visibility, availability, and sales across assigned markets.
- Analyse sales performance and implement corrective actions where necessary.
- Monitor sales trends, competitor activities, pricing, promotions, and market developments.
- Manage sales activities across assigned territories, routes, and customer clusters.
- Identify and develop new outlets, customers, wholesalers, retailers, and business opportunities.
- Expand market coverage and improve numeric distribution.
- Ensure effective route planning and customer visitation by sales representatives.
- Conduct regular market visits to assess product availability, pricing, visibility, and competitor activities.
- Develop strategies for underperforming territories and channels.

AREA MANAGER (EIGHT OUTLETS)

KFC Nigeria | Lagos | 2017 – 2025

- Oversee daily restaurant operations to deliver quality service and meet performance targets.
- Recruit, train, supervise, and motivate staff to ensure high productivity and low turnover.
- Manage budgets, control costs, and drive revenue through effective business strategies.
- Ensure compliance with health, safety, and food quality standards at all times.
- Monitor KPIs, analyze performance data, and implement process improvements.
- Develop and execute sales, marketing, and promotional initiatives to increase customer base.
- Manage supply chain, inventory, and vendor relationships to reduce waste and maximize efficiency.
- Foster a positive work culture, ensuring staff engagement and professional growth.
- Handle customer feedback, resolve complaints, and maintain strong guest satisfaction levels.
- Report to senior management on financial performance, operational challenges, and growth opportunities.

GENERAL MANAGER – MURITALA MUHAMMED INT` L AIRPORT BRANCH

KFC Nigeria | Lagos | 2014 – 2017

- Direct and oversee daily restaurant operations to ensure efficiency, profitability, and compliance with QSR standards.
- Lead, train, and motivate staff to deliver excellent customer service and achieve business goals.
- Manage budgets, control expenses, and drive revenue growth through effective sales and marketing initiatives.
- Ensure strict adherence to food safety, hygiene, and health regulations.
- Monitor KPIs, analyze performance, and implement operational improvements.
- Oversee supply chain and inventory to minimize waste and optimize costs.
- Handle customer concerns and maintain a positive guest experience.
- Report operational and financial results to senior management.

GENERAL MANAGER – IKEJA CITY MALL ICM
KFC Nigeria | Lagos | 2012 – 2014
- Oversee end-to-end restaurant operations and ensure smooth service delivery.
- Drive sales growth and profitability through strategic business planning.
- Lead, coach, and develop staff to maintain high performance and low turnover.
- Implement cost control measures and manage budgets effectively.
- Ensure compliance with food safety, hygiene, and company standards.
- Monitor KPIs, identify gaps, and optimize operational performance.
- Strengthen customer satisfaction through quality service and issue resolution.
- Manage procurement, inventory, and vendor relations to reduce waste.

ASSISTANT GENERAL MANAGER - YABA
KFC Nigeria | Lagos | 2011 - 2012
- Support the General Manager in overseeing daily restaurant operations.
- Supervise, train, and motivate staff to ensure consistent service delivery.
- Assist in managing budgets, monitoring KPIs, and controlling operational costs.
- Ensure compliance with food safety, hygiene, and company standards.
- Handle customer inquiries and resolve complaints to maintain satisfaction.
- Oversee inventory, ordering, and supplier coordination for smooth operations.
- Contribute to sales initiatives and promotional activities to drive growth.
- Act as Acting GM in the absence of the General Manager.

ASSISTANT RESTAURANT MANAGER
KFC Nigeria | Lagos | 2011 Feb – July
- Assist in managing restaurant operations to achieve sales and service goals.
- Support staff recruitment, training, scheduling, and performance management.
- Monitor financial performance, assist with budgeting, and ensure cost efficiency.
- Maintain compliance with food safety, hygiene, and operational standards.
- Oversee inventory, ordering, and vendor management to reduce shortages and waste.
- Address customer concerns promptly and ensure high guest satisfaction.
- Drive promotional activities and support business development initiatives.
- Provide leadership in the absence of the General Manager.

OUTLET MANAGER – MARYLAND OUTLET
Food Concept & Enterprise Limited (Chicken Republic Food Court) | Lagos | 2010 July – Oct
- Oversee daily operations of the restaurant outlet to ensure smooth service and efficiency.
- Manage and motivate staff to deliver excellent customer service and meet performance targets.
- Monitor sales, control costs, and ensure profitability of the outlet.
- Maintain strict compliance with food safety, hygiene, and operational standards.
- Handle inventory, stock ordering, and supplier coordination to avoid shortages or waste.
- Resolve customer issues promptly and maintain high guest satisfaction.
- Implement promotional activities and local marketing strategies to drive sales.
- Prepare reports on outlet performance and provide feedback to senior management.

OUTLET MANAGER – OMOLE OUTLET
Food Concept & Enterprise Limited (Chicken Republic Food Court) | Lagos | 2010 Jan – Jun
- Manage day-to-day outlet operations, ensuring efficiency and service quality.
- Lead and supervise staff, providing training and performance guidance.
- Drive sales growth and control costs to maximize outlet profitability.
- Ensure compliance with food safety, hygiene, and company policies.
- Oversee stock levels, ordering, and vendor coordination.
- Handle customer feedback and maintain excellent guest satisfaction.
- Implement outlet-level marketing and promotional initiatives.

- Prepare and submit operational and financial reports to management.

OUTLET ACCOUNTANT | ADMINISTRATOR | ACCOUNTANT TRAINER – OPEBI OUTLET
Food Concept & Enterprise Limited (Chicken Republic Food Court) | Lagos | 2007 - 2010

- Cash and Bank operations
- Monthly inventory taking exercise
- Daily sales analysis
- Regular stock control exercise
- Cross checking of goods received to ensure it confirms with required quality, quantity and price
- Preparation of daily, weekly and monthly food cost analysis
- Daily checking of ill print to ensure it confirms with product sales and interpretation
- Fund management (petty cash), disbursement of necessary cash for store operation
- Administrative Duty: Ensuring all materials needed for day-to-day activities are available
- Introduction of the methods & standard of the organization to trainee accountant
- Orientation of new trainee the accounting procedure of the organization

ACCOUNT EXECUTIVE
Odua Telecommunication Limited | Dugbe - Ibadan | 2004 - 2005

ADMINISTRATOR - NYSC
Imo State Post Primary School Board | Imo | 2006 - 2007

OTHER EXPERTISE

- Articulate and eloquent communicator with ability to convey essential information with clarity and flexible team player who thrives in environments requiring ability to effectively prioritize and juggle concurrent project.
- Organized and analytical thinker with demonstrated talent for identifying, scrutinizing, improving and streamlining complex work process with a tenacious work ethic and ability to juggle multiple assignments at once to meet deadline.
- Excellent communication, customer relations, negotiating, teambuilding, problem-solving, organizing, influencing, leadership, interpersonal and impeccable verbal and written communication with spontaneous ability to become familiar with organization specific programs, goals and software
- Good command of computer, Microsoft office suite (word, presentation, excel) with ability to work well with a range of people both with or without supervision within and outside the organization.

REFERENCES

- **Mr. Awobenu Olayemi**
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  University of Ibadan
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- **Mr. Shola Ogunleye**
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