RESUME

I am Passionate and result driven hotel manager with innovative and pragmatic business acumen for optimum benefits and sustainability. I love my purpose oriented and tailored woven profession. I am an advocate of hospitality and best service delivery. I value customer centric services which is the ultimate and acceptable guest satisfaction standards. I am versatile and a great industry team player with rewarding years of service, resilience, diligence and excellence. Willing to relocate: Anywhere

RAJI OLAWALE O

No 5 Adeniran Avenue odogunyan road Ikorodu Lagos,.

7a trinity avenue samonda Ibadan Oyo state

Email:waleraji2015@yahoo.com

Tel.: 08030546514,09077457154

Gender: Male

Marital Status: Married

Religion: Christianity

Nationality: Nigerian

State Of Origin: Lagos State

EDUCATION:

Post Graduate Certificate, Modern International Leadership in politics and business Profession, NGO and UN Agencies.

America Council of Training and Development December2025.

Leadership Management (Certificate) Harvard Online Business School December 2025

Project management Coursera Certificate July 2018

Smart Work Ethics Advanced Management School 2018

City College of Education Abuja 2018

Postgraduate Diploma in Education.

- Taraba State College of Agriculture Ibadan, 2006
  HND Home Economics Extension

  Taraba State College of Agriculture Jalingo 2003
  ND Home and Rural Economics

Computer Literacy,
Proficiency in the use of Microsoft 2007
Office tools like Ms Word, and Power point

Igbobi College Yaba Lagos 1998
WASSCE

PERSONAL QUALITIES:

- A good team player
- Discipline and dedicated
- Positive attitude and Initiative
- Self-Motivated
- Creative and Articulate
- Ability to work under pressure and maintain target.

WORK EXPERIENCE:

Bible Guest House Ibadan 2025 till date
Position: Head of Operations/Business Development Manager

FLAVORS MASTERS RESTAURANT IKEJA CITY MALL LAGOS

Position: Business Development Manager/ General Manager

2020-2024

- **IVY HOTEL IKEJA 2019 -2020**
- ***Position:*** Sales and Marketing Manager.

- **MELTON SIGNATURE HOTEL IBADAN 2016 -2018**
  Position: General Manager

- **CLASS SIGNATURE APARTMENT AND SUITES IKEJA**
  Position: Duty Manager **2013-2015**

- **MIMAH SUITES ABUJA 2010 - 2012**
  Position: Hotel Manager

- **CENTRAL HOTEL BOMPAI KANO 2007-2009**
  Position: Housekeeping manager, Operations manager.

- **GUEST PALACE HOTEL JALINGO 2001-2004**
  Position: Hotel Supervisor

RESPOSIBILITIES/ACCOMPLISHMENTS:

Bible Guest House Ibadan Oyo State(Head of Operations/BDM

 Operational Leadership: Directs all hotel departments to ensure smooth day-to-day functioning.
 Guest Experience Management: Ensures high standards of service to maximize guest satisfaction.
 Staff Management & Training: Manages department heads and staff, including scheduling, performance reviews, hiring, and training.
 Budgeting & Cost Control: Controls expenses, manages budgets, and optimizes profitability across all outlets.
 Strategic Planning: Implements operational strategies, adopts new technology, and improves processes to increase efficiency.
 Safety & Compliance: Ensures compliance with health, safety, and security regulations.
 Conflict Resolution: Handles escalated guest issues and complaints.
 Market Exploration: Researching industries, trends, and new markets to identify growth opportunities.
 Lead Generation & Sales: Generating leads, cold calling, and pitching to prospective clients to convert them into signed customers.
 Relationship Management: Building and fostering rapport with clients, partners, and stakeholders to ensure repeat business.
 Strategic Planning: Developing business plans, sales projections, and revenue forecasts.
 Collaboration: Working with marketing and sales teams to create, align, and execute customer acquisition strategies.
 Negotiation & Contracting**:** Closing deals and handling contract negotiations.
ACHIEVEMENT:Lead total gross income of 600 million annually and generating total net income of 85 Million Naira.

- **Flavor Masters Restaurant ICM IKEJA(BDM/GM)**
  - Sustaining the existing corporate clients while developing new business plans for the business.
  - Help to increase sales and patronage, enhance brand presence online and offline. Initiate and executes business concepts
  - Sustaining the standard of the hotel while improving on it.
  - Strategic Planning:
  - Develop and implement strategic business development plans to achieve company growth objectives.
  - Analyze market trends, competitor activities, and customer needs to guide decision-making.

- Identify new markets, products, services, and potential partnerships.
- Sales and Lead Generation:
- Generate new leads through cold calling, networking, and attending industry events.
- Pitch products and services to new clients and customers.
- Increase value from existing customers while also attracting new ones.
- Relationship Management:
- Build and maintain strong relationships with new and existing clients, partners, and stakeholders.
- Act as a company ambassador to promote the brand and its values.
- Negotiation and Deal Structuring:
- Lead negotiations with potential franchisees, partners, and clients.
- Draft, review, and finalize contracts and agreements.
- Financial and Operational Oversight:
- Analyze the financial viability and profitability of new ventures and locations.
- Implement new business development strategies to maximize profit and sales.
- Liasing with Accounts department for budget preparation and planning .
- Collaboration and Communication:
- Collaborate with cross-functional teams, such as marketing and product development, to support growth initiatives.
- Provide feedback to management based on market and customer insights.
- Prepare and present reports, proposals, and presentations.
- **ACHIEVEMENT: Expanding business locations in 5 centres on the island, generated 600 million naira gross income annually and 75 million Naira total net income**
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- ***IVY HOTEL IKEJA (SALES&MARKETING MANAGER)***
- Facilitated new business for the hotel
- Expand hotel network with new partners.
- Closed multiple business deals with NGOS, corporate
- Organizations, aviation companies etc
- Developed idea activations for marketing with events synergy
- Etc.

- Increased daily occupancy of guests and visitors
- Sustained the existing clients and improved on the services provided.

i) As hotel sales and marketing manager, i am responsible for developing and executing strategies to drive revenue by promoting the hotel and its services. Key roles include creating and managing marketing campaigns, supervising the sales team, managing the sales and marketing budget, identifying new market opportunities, and fostering relationships with clients and partners.

ii) I develop and execute sales plans:

iii) Create and implement strategies to achieve revenue targets, which includes setting sales goals and priorities.

iv) Manage client relationships:

v) Maintain and build relationships with current and potential customers, respond to inquiries, and follow up on leads.

vi) Negotiate contracts:

vii) Work with high-profile clients to negotiate contracts and provide pricing information and discounts.

viii) Oversee sales activities:

ix) Manage the sales pipeline, review bookings, and ensure collaboration with other departments like operations to meet client needs.

x) Marketing

xi) Create and manage marketing strategies:

xii) Develop and implement advertising, branding, and promotional campaigns across various mediums to increase brand awareness.

xiii) Manage budgets:

xiv) Oversee the budget for advertising, marketing, and promotions.

xv) Monitor competition and market trends:

xvi) Analyse the competition's rates and market trends to adjust strategies as needed.

xvii) Develop promotional materials:

xviii) Create materials such as brochures, flyers, and other advertising collateral.

xix) Management and strategy

xx) Lead and motivate the sales team:

xxi) Supervise and train sales staff, set targets, and report on sales performance.

xxii) Identify new opportunities:

xxiii) Conduct market research and identify new target markets, services, and customer incentives.

Melton Signature Hotel Ibadan(General Manager)

Key Duties and Responsibilities

Daily Hotel Operations:

- Oversee the daily operations of all hotel departments.
- Ensure the hotel operates smoothly and efficiently on a 24-hour basis.
- Conduct regular inspections of guest rooms, public areas, restaurants, and other facilities.
- Ensure hotel standards and Standard Operating Procedures (SOPs) are followed.

Guest Service & Satisfaction:

- Ensure guests receive professional, courteous, and timely service.
- Handle guest complaints and resolve operational issues promptly.
- Follow up on VIP guests and special requests.
- Monitor guest feedback and implement improvements.

Staff Supervision:

- Supervise department heads and other hotel employees.
- Monitor staff attendance, grooming, punctuality, discipline, and performance.
- Conduct regular management and departmental meetings.
- Identify training needs and recommend appropriate staff development.

Front Office & Rooms Division:

- Monitor reservations, check-in/check-out, room allocation, and guest services.
- Ensure accurate room-status reporting.
- Work closely with Housekeeping and Maintenance to ensure rooms are clean, functional, and ready for sale.
- Monitor room occupancy and out-of-order rooms.

Food & Beverage Operations:

- Supervise restaurant, bar, kitchen, banqueting, and room-service operations.
- Ensure food quality, service standards, hygiene, and proper presentation.
- Monitor food and beverage costs and wastage.
- Ensure compliance with approved menus and pricing.

Revenue & Cost Control:

- Monitor daily sales, revenue, expenses, and operational costs.
- Work with Accounts/Audit to identify revenue leakages and unnecessary expenditure.
- Ensure proper controls are maintained over cash, inventory, purchasing, and departmental expenses.

Maintenance & Facilities:

- Ensure hotel facilities and equipment are properly maintained.
- Follow up on maintenance complaints and outstanding repairs.
- Ensure generators, power supply, water systems, air-conditioning, plumbing, elevators, and other facilities are functional.
- Work with the Maintenance Department to implement preventive maintenance.

Procurement & Inventory:

- Monitor hotel stock levels and ensure timely replenishment.
- Supervise proper receiving, storage, and issuing of supplies.
- Ensure purchases are made according to approved procedures and budgets.
- Monitor wastage, pilferage, and stock discrepancies.

Health, Safety & Security:

- Ensure compliance with hotel health, safety, and hygiene standards.
- Monitor fire safety equipment and emergency procedures.
- Work with Security to protect guests, staff, property, and company assets.
- Ensure incidents and accidents are properly documented and reported.

Sales & Marketing Support:

- Work with the Sales/Marketing team to improve occupancy and revenue.
- Monitor competitor activities and local market conditions.
- Support promotions, corporate accounts, events, and other revenue-generating activities.

Financial & Management Reporting:

- Review daily operational reports.
- Monitor departmental performance against budgets and targets.
- Prepare regular reports for the General Manager/Management.
- Highlight operational challenges and recommend solutions.

Policy & SOP Enforcement:

- Ensure all employees comply with company policies and hotel SOPs.
- Address violations, negligence, and poor performance appropriately.
- Ensure proper documentation of staff disciplinary matters.

Emergency & Crisis Management:

- Take immediate operational leadership during emergencies.
- Coordinate responses to power failures, equipment breakdowns, security incidents, fire emergencies, guest incidents, and other operational challenges.
- Escalate major issues to senior management promptly.

Overall Management Support:

- Act as the senior operational representative of management when required.
- Coordinate communication between departments.
- Ensure management decisions are properly implemented.

- Maintain a professional, efficient, and service-oriented hotel environment.

  Accomplishment:

  Met all set targets and goals of the organisation of 400million sales target.

- **<u>Class Signatures and Suites Ikeja(DUTY MANAGER)</u>**

  My duty manager's job roles include overseeing daily hotel operations, ensuring smooth guest experiences, and supporting staff across various departments. This involves managing staff schedules and performance, handling guest complaints and VIP arrivals, maintaining budgets, and enforcing hotel policies and safety standards. They are also responsible for coordinating between different departments to maintain efficiency and address operational issues as they arise.

  Key responsibilities

  - **Guest services**:
  - Overseeing the overall guest experience and ensuring a high level of customer satisfaction.
  - Handling guest complaints, inquiries, and special requests, and resolving issues promptly.
  - Greeting VIP guests and assisting with their arrivals and departures.
  - **Staff management**:
  - Scheduling shifts and communicating with all departments.
  - Supervising and guiding staff, providing training, and resolving interpersonal conflicts.
  - Ensuring staff follow hotel policies and procedures, and taking disciplinary action if necessary.
  - **Operations management**:
  - Ensuring all departments run efficiently and coordinate with each other.
  - Checking the cleanliness and appearance of public areas and guest facilities.
  - Monitoring and adhering to budgets and financial transactions.
  - **Safety and compliance**:
  - Ensuring adherence to health, safety, and security procedures.
  - Implementing emergency protocols and liaising with external parties as needed.
  - Enforcing hotel policies, including those related to credit and lost and found.

- **<u>MIMAH SUITES HOTEL ABUJA</u>**: (<u>HOTEL MANAGER</u>)

- Operations and staff management
- Supervise daily operations across departments like front desk, housekeeping, food and beverage, and maintenance.
- Recruit, train, schedule, and manage all hotel staff.
- Organize and oversee maintenance, supplies, and cleaning services.
- Financial and marketing responsibilities
- Manage budgets, set sales targets, and forecast income.
- Analyse sales figures and produce financial reports.
- Promote the hotel and its facilities to attract new business and develop marketing strategies.
- Manage corporate bookings and events.
- Customer service and compliance
- Ensure all guests receive a high quality of service and address complaints and problems.
- Meet and greet guests and build relationships with customers.
- Ensure the hotel complies with all licensing, health, safety, and security regulations.
- Oversee fire safety and building security.

Accomplishment:

- Got over ten corporate customers that patronize the hotel.
- Ensure discipline among staffs.
- Make net profit of over N200Million within my stay in office.

- **CENTRAL HOTEL BOMPAI KANO**(Housekeeping Manager, Operations Manager):
- As Operations / Housekeeping Manager ,i am responsible for overseeing daily cleaning, staff management, and operational efficiency. Key duties include training and supervising housekeeping staff, creating schedules, inspecting rooms for cleanliness, managing supply inventory, and ensuring compliance with health and safety standards. I, also collaborate with other departments to maintain high guest satisfaction and manage the departmental budget.
- Staff and operational management
- **Lead and manage the team:** Hire, train, and supervise all housekeeping staff, including room attendants and supervisors.
- **Scheduling:** Create and manage staff schedules and shift rotations.
- **Daily operations:** Oversee the day-to-day activities of the department, including the cleanliness of guest rooms, public areas, and back-of-house spaces.

- Quality and standards
- **Conduct inspections:**
- Regularly inspect guest rooms and public areas to ensure they meet high standards of cleanliness and maintenance.
- **Implement procedures:**
- Develop and implement housekeeping policies and procedures to ensure a safe, clean, and comfortable environment.
- **Address issues:**
- Handle guest complaints and address any cleanliness-related issues promptly.
- Financial and supply management
- **Budget management:** Manage the department's budget and control costs.
- **Inventory control:** Monitor and manage the inventory of cleaning supplies, linen, and guest amenities, ensuring timely ordering and adequate stock levels (par stock).
- Health, safety, and collaboration
- **Ensure compliance:**
- Make sure the department follows all health, safety, and sanitation regulations and standards.
- **Collaborate with other departments:**
- Work with other hotel departments (like front office and maintenance) to ensure seamless service and guest satisfaction.
- **GUEST PALACE HOTEL JALINGO TARABA STATE(Hotel Supervisor).**
- Daily Operations & Departmental Oversight
- **Manage Operations:**
- Oversee and ensure the smooth running of daily hotel operations, including front desk, housekeeping, food and beverage, and other services.
- **Departmental Focus:**
- In larger hotels, a supervisor may specialize in a particular area, such as guest services, marketing, or a specific operational department.
- Guest Services
- **Handle Guest Interactions:**
- Address guest inquiries, complaints, and concerns to ensure a positive experience and resolve immediate issues.
- **Maintain Standards:**
- Ensure all hotel services, from accommodation to food and beverages, meet high standards of quality and hospitality.

- Staff Management & Training
- **Train and Supervise:**
- Train new and existing staff on company policies, procedures, and service standards.
- **Manage Teams:**
- Create staff work schedules, manage teams, and delegate tasks to ensure all departments are adequately staffed and functioning effectively.
- Financial & Administrative Tasks
- **Budgeting:**
- Assist with preparing departmental budgets and monitoring financial targets.
- **Inventory Management:**
- Monitor and manage inventory for food and beverage, ensuring optimal stock levels and minimal waste.
- Safety & Cleanliness
- **Ensure a Safe Environment:**
- Implement and ensure staff compliance with hotel safety and risk management policies and procedures.
- **Promote Cleanliness:**
- Oversee housekeeping standards, ensuring the hotel is kept clean, functional, and presentable.

INTEREST:

- Reading, meeting people and seeking knowledge

REFEREES:

Available on request