

OKUNLOLA; EUNICE.

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NO 23, Awolola street, ToluwaniB/Stop, Ikotun, Alimosho, Lagos

Phone: 08168057429

OBJECTIVE

To be part of a team where I will be opportuned to work in order to

Achieve both organizational and personal goals while also attaining my peak professionally

WORK EXPERIENCE

Ileavioaje hotel& suites.

2020-2024

Receptionist

- Greeting guests and managing check-ins/check-out to handling reservation
- Taking and managing reservations whether via phone, email or online systems.
- Managing the cash registers, handle various payment methods
- Managing guest interactions, handling bookings
- Ensuring a positive experience for all visitor
- Addressing customer complaints and queries swiftly resolving issues.
- Coordinating room assignment and accommodating special request resulting an increase of guest satisfaction
- Sending and receiving office correspondence and setting.
- Help out customers

Omo Oba Hotel, Agege Road, Lagos

2016-18

Waitress

- Providing excellent table service to guests, enhancing dining experience and satisfaction.
- Collaborating with the kitchen team to streamline order processing, reducing order errors
- Increasing wine sales by 40% through effective up selling techniques and in-depth knowledge of wine list
- Handle inquiries and provide information to guest and visitors
- Managing the reception area, including maintaining cleanliness and organization
- Maintaining customer relationships.

EDUCATION

Will-B Excellence Secondary School, Ikotun, Lagos

2017

Senior School Certificate

.Vesam children Primary School

2010

Primary School Leaving Certificate

Osun State Polytechnic Iree

2021

National Diploma in Mass Communication

PERSONAL INFO

* **Marital Status:** Single

* **State:** Oyo State

SKILLS

* Topnotch planning skill * Good communication skills

* Good Supervisory/Managerial skill * Paying attention to details

REFERENCE

Available on request

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