

# ISIEKWELE ROLAND NDUKA

## Food And Beverage Service Personnel

### CAREER OBJECTIVES

To invest and dedicate my human capital in an organization that is people-related where integrity and dedication are required for service and where there are challenging growth opportunities. Ability to manage and adapt to new challenges in any working environment, an excellent interpersonal skills and Ability to work with, and utilize other individual skills to deliver and achieve the group aim and objectives with minimum or no supervision.

Ambitious server with over 5 years of experience boosting Restaurant sales and offering personalized attention to guests. Practiced at promoting seasonal and high-priced items by explaining flavor, menu, and price aspects of items. Logical salesperson focused on up-selling 75% of customers resulting in additional earnings for restaurants and tips

### Work History

**2023-07-  
Date**

#### **Food and Beverage Manager**

House 5 Royal comfort  
Plot 6, Lateef Jakande Road,  
Agidibi,Ikeja, Lagos.

- Formulating financial, catering, and marketing policies and strategies.
- Planning menus for various outlets in consultation with chefs.
- Designing and implementing sales promotional activities to achieve the revenue target.
- Scheduling a training program for all the staff of the food and beverage department.

**2021-09-  
2023-06**

#### **Senior Waiter**

Nordic Hotel Lagos,  
258,Kofo Abayomi Street, Victoria Island,  
Lagos,

- Ensure that the right food order is delivered to the right room
- Ensure maximum usage of time in delivery guest order
- Give routine report at the close of duty
- Ensure there is no complaint from the guest about the service delivery
- Ability to use opera Micros POS for daily operations
- Problem handily and profiling solution without a superior officer

### Contact

#### **Address**

No 5,Taiwo Adenuga Close, off  
Dayo Oluyemi Street, Olutoye  
Bus stop, Asolo Agric Ikorodu  
Lagos, Lagos.

#### **Phone**

+2348030672033

#### **E-mail**

rollyvally@yahoo.com

### Skills

Menu presentation

Cash handling

Food and beverage  
pairings

Dining area maintenance

Compliance standards

Banquet coordination

Guest seating  
arrangements

Kitchen staff coordination

Wine knowledge

Order accuracy

### Software

Micros,

- Ensure to keep standard on daily basis as per hotel policies in order to make a happy guest

2021-01 -  
2021-09

### **Head waiter**

#### ***Yacht Hotel, Lagos***

- Supervise all the operations in the restaurant
- Report to the food and Beverage manager on daily basis
- Welcome, presenting the menu and taking guest orders and delivering food and beverage
- Provides excellent wait / Supervisory service to ensure satisfaction for guest
- Sometimes perform the duties of a cashier when necessary.

2019-11-  
2020-08

### **Head Waiter**

#### ***BON Hotel Ikeja Residence, Ikeja GRA, Lagos***

- Supervise all the operations in the restaurant
- Report to the food and Beverage manager on daily basis
- Prepare weekly routine "roaster"
- Welcome, presenting of menu and taking guest orders and delivering food and beverage
- Provides excellent wait / Supervisory service to ensure satisfaction to guest
- Sometimes perform the duties of a cashier when necessary.

2017-10 -  
2019-08

### **Chef *FREGZ***

#### **Function Waiter**

- Give quality service to guests at the event center without any discrimination
- Serve food and beverages to the guest
- Provides excellent wait service to ensure satisfaction to guests at the event center.

2013/04 -  
2016-06

### **Intercontinental Hotel Lagos**

52a Kofo Abayomi Street, Victoria Island,  
Lagos Nigeria

#### **Food Service Attendant /Mini Bar**

Light speed,

Cabash

Semper

## **Languages**

English Language

Ika Language

Yoruba language

## **Attendant**

- Ensure maximum usage of time in guest delivery
- Give routine reports at the end of the shift
- Ensure there is no complaint from the guest about the service delivery
- Ability to use opera" Micros P O S" for the daily operation
- Take proper inventory on daily basis while working as a minibar personnel
- Check guest mini bar on daily basis to refill when consume and to charge
- Ensure to keep standards on daily basis as per hotel policies in order to make a happy guest.

**2012-03 -  
2013-04**

## **Southern Sun Hotel Ikoyi Coffee waiter/Room service waiter**

*No. 47 Alfred Rewane Road, Ikoyi, Lagos, Nigeria*

*Eti Osa LGA, Lagos*

- Ensure that the right food order is delivered to the right room
- Ensure maximum usage of time in guest delivery
- Give routine report at the end of the shift
- Ensure there is no complaint from the guest about the service delivery

**2011-03  
2012-02**

*NYSC World Shop*

**2006-10  
2008-12**

## **Cook**

**Our Home suite Hotel**

**70e Allen Avenue Ikeja Lagos**

- Reporting to the superior on daily basis
- Make good dishes more of local and bit of continental
- Ensure proper standard of procedure are in use
- Take good stock

## Education And Other Certificate

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2023-03	<b><u>Health And Safety Management</u></b> <b><u>Piston &amp; Fusion Business Academy</u></b>
2021-05	<b><u>COURSE/TRAINING</u></b> Metropolitan school of Business and Management <hr/> (UK) critical thinking for Self-Development
2011-10	<b>Advance Health Safety and Environment (HSE) Level 3</b> Thronelink Consult ltd
2011-09	<b>General Health Safety &amp; Environment Level 1&amp;2</b> Thronelink Consult ltd
2010-09	<hr/> <b>Higher National Diploma HND Hotel and catering management</b>
2005-11	Auchi Polytechnic Auchi, Edo State <b>Ordinary National Diploma in Hotel and catering management</b> Delta State Polytechnic Ogwashi-Uku
2002-07	<b>Senior Secondary School Leaving Certificates (SSCE)</b>  (Comprehensive High School, Agidi Alapere Ketu Lagos)
1995-08	<b>First School Leaving Certificate primary school certificate</b> (Arowosegbe primary school Alepere ketu)

<b>Accomplishments</b>	<ul style="list-style-type: none"><li>• <i>Used Microsoft Excel to develop inventory tracking spreadsheets.</i></li><li>• <i>Documented and resolved which led to revenue increase</i></li></ul>
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<b>Interests</b>	<b>Food production</b> <b>Food safety</b> <b>Accommodation operation front office</b>
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<b>Reference</b>	<b>On Requests.</b>
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