

# ROLAND NDUKA ISIEKWELE

## Food And Beverage Service Personnel

**CAREER OBJECTIVES** To invest and dedicate my human capital to an organization that is people related where integrity and dedication are required for service and where there are challenging opportunities for growth. Hardworking individual with a great leadership and planning skill, 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 achieved 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 restaurant and tips.

## Work History

2023-07-  
2024-01

### HEAD WAITER

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

- Attention to details
- Give routine report on every shift.
- Ensure guest satisfaction to maximize profit.
- Always ensure the aim and objective of the department is achieved
- Being an ambassador to the department and organization at large

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

## 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,

Light speed,

- operations
- Problem handily and profiling solution without a superior officer
- Ensure to keep standard on daily basis as per hotel policies in other 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 manage on daily
- Welcome, presenting of menu and taking guest order and delivering food and beverage
- Provides excellent wait / Supervisory service to ensure satisfaction to guest
- Sometime 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 manage on daily
- Prepare weekly routine "roaster"
- Welcome, presenting of menu and taking guest order and delivering food and beverage
- Provides excellent wait / Supervisory service to ensure satisfaction to guest
- Sometime perform the duties of a cashier when necessary.

2017-10 -  
2019

## Chef fregz

## Function Waiter

- Give quality service to guest at the event center with any discrimination
- Serve food and beverage to guest
- Provides excellent wait service to ensure satisfaction to guest at the event center.

2013/  
04 -

## Intercontinental Hotel Lagos

52a Kofo Abayomi Street, Victoria Island, Lagos

Cabash

Semper

## Languages

English Language

Ika Language

Yoruba language

zz201  
6-06

## Food Service Attendant /Mini Bar Attendant

- 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
  - Ability to use opera" Micros P O S" for the daily operation
  - Take proper inventory on daily basis while working as a staff personnel
- 
- Check guest mini bar on daily basis to refill when consumed charge
  - Ensure to keep standard on daily basis as per hotel policy 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 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 service delivery

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 used
- Take good stock

2011-03  
2012-02

*NYSC World Shop*

## Education And Other Certificate

---

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
2011-10	(u k) critical thinking for self-Development <b>Advance Health Safety and Environment (HSE Level 3)</b> Thronelink Consult Ltd
2011-09	<b>General Health Safety &amp; Environment Level 3</b> Thronelink Consult Ltd
2010-09	<b>Higher National Diploma HND Hotel and catering management</b> Auchi Polytechnic Auchi, Edo State
2005-11	<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)

**Accomplishments**     *Used Microsoft Excel to develop inventory tracking spreadsheets.Documented and resolved issues which led to revenue increase*

Interests  
Reference

Food production  
Food safety  
Accommodation operation front office

*On Requests*

