

EDUCATION AND TRAINING

Master of International Hotel Management, 2016-Current
Blue Mountains International Hotel Management School at Torrens University

NSW Responsible Service of Alcohol (RSA) - 2016
Blue Mountains International Hotel Management School at Torrens University

Provide First AID - (HLTA1D003) -2016
Australian Training Institute (NSW) Pty Ltd National Provider Number:91510

Certificate in Hospitality Management (CeHM)- 2012
Wavecrest College of Catering & Hospitality Management, Lagos, Nigeria

BSc, Political Science & Public Administration, 2004
University of Uyo, Akwa Ibom State

LANGUAGES

English
Native Tongue (Ibibio, Hausa, Yoruba)

REFERENCES

Available upon request

Inem Eno

inemesit.eno@student.bluemountains.edu.au 0450941047

CAREER OBJECTIVE

Enthusiastic, ambitious and experienced hospitality professional seeking where I can utilize my strong people skills in a highly stimulating environment while contributing positively to the overall goal of the organization

QUALIFICATION HIGHLIGHTS

- Ten years' broad hospitality background (Front Office, Guest Services, Catering Sales & Human Resources)
- Dedicated and focused; able to prioritize and complete multiple tasks and follow through to achieve goals
- An independent and self-motivated personnel with excellent communication and interpersonal skills
- Front office all rounder
- Familiarized with different hospitality property management systems-Opera, Macros- Fidelio Suite 8, Room Master and Brilliant

EXPERIENCE

Guest Service Agent
Best Western Haven Glebe Hotel

March 2016 – Current

A fifty-seven room three-star hotel located in the cosmopolitan inner-city Glebe suburb, Sydney. The hotel is designed to cater for business and both inbound and outbound tourist.

- Processing up to 50 arrivals and departure per day
- Demonstrates pleasant, positive and courteous manner during guests check in and check out
- Ability to multi task front office jobs by performing individual and group reservations
- Provide valuable support to Housekeeping department when guests need assistance in rooms in the absence of housekeeping staff
- Consistently upsell guests room which has added to an increase of 90% rooms profit
- Improve customer service ratings on trip advisor by 80%

Human Resources Intern
Unpaid Industrial Placement (6 Months)

December 2016 – July 2017

Hyatt Regency Sydney—formerly Four Points by Sheraton Sydney, Darling Harbour

Australia largest upscale hotel boasting 892 guestrooms, dining experiences and 3,700 sq. m of flexible meeting and event space

- Assisted the Human Resources Coordinator, Recruitment & Training Manager and Human Resources Manager with any administrative duties of the Human Resources Department
- Assisted to prepare and update the new associates starter pack
- Assisted in creating documents in Microsoft Window application
- Assisted in updating employee tracker file and reference checking processes as required

- Ensured all visas are checked with Immigration link before offers of employment are made
- Ensured WH&S and general associates notice board are up to date
- Filed all internal files and documents in appropriate location

Assistant Front Office Manager

Feb 2014 - Dec 2015

Best Western Plus Lagos Ikeja Hotel, Nigeria

A four star with one hundred and twelve rooms hotel situated in the busiest street in Ikeja, Allen Avenue, Lagos, Nigeria. The hotel is specially designed to cater for business travellers, overnights and conference delegates

- Introduced the initiative of front office training which led to three staff members consecutively winning best staff of the month award
- Helped mentored and developed two members of front office staff
- Assisted two members in obtaining promotion from concierge to Guest Service Agents
- Part of four team members to create front office standard operations manual to help compliance to Best Western Standard
- Coordinated monthly staff meetings to address any challenges and ways of improvement in absence of front office manager
- Checked price and analyzed data to implement revenue while constantly monitoring market demand to increase 100% profit

Front Office/Guest Service Supervisor

August 2009–Feb 2014

Royalty Hotels & Apartments, Eket, Nigeria

A four-star establishment with ultra-modern elegant facilities situated in a strategic and cosmopolitan location with fifty-seven well-furnished hotel rooms and apartments for business and individual travellers alike

Job Role

- Primarily to supervise front office team members to ensure efficient and smooth operations for producing excellent feedbacks and guest satisfaction and responded to guests by providing accurate and timely information and service in a professional and courteous manner

Guest Service Executive

October 2006 - September 2009

Transcorp Metropolitan Hotel, Calabar, Nigeria

A centrally located four-star hotel boasting one hundred and forty-six room beds now Transcorp Hilton Hotel, Calabar, Nigeria attracting both foreign and local tourists and corporate guests.

Job Role

- Primarily to attend to guests courteously and deal promptly with their requests and queries. Have detailed information about the hotel and city. Check on VIP guest movements, complete their pre-registration formalities

VOLUNTEER ACTIVITIES

Barista

Term 3 and 4 2016

Blue Mountains International Hotel Management School at Torrens University

- Responsible for making and serving different types of coffee to student, staff and guest
- Handled cash drawer and recording of sale
- Set and shut down of coffee cart