

# **JAMES ENDURANCE EMMANUEL**

**Address:** Jukwoi phase 2, Nyanya, abuja. [\*\*Tel:+2348165335515\*\*](tel:+2348165335515)

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## **CAREER OBJECTIVES**

To be a hardworking, innovative ideas with the willingness and ability to work effectively and efficiently towards the growth and development of a progress oriented organization where acquired skills, dedication and quality performance shall be employed to optimum it capacity for the attainment of goals and objectives.

## **SKILLS, ABILITIES AND CORE COMPETENCIES**

I believe in multi-potentiality thus challenging myself in any environment outside my comfort zone while delivering value for the business.

- Ability to create original ideas to simplify complex concepts, breaking large efforts into small pieces to make the end results more attainable.
- Excellent listening skills. Independent and adaptable to work in ambiguous situations.
- A good team player, able to work collaboratively with and through others and coordinate cross-functional teams.
- Highly experienced in application of change management principle with strong analytical and conceptual skills.

## **SOFT SKILLS**

- Strong customer service
- Effective Communication

- Great team player

## **WORKING EXPERIENCE:**

### **D.Square restaurant Nyanya abuja.**

Position: Waiter

- Welcome guests warmly, guide them to their tables, and present menus with confidence and courtesy.
- Demonstrate full knowledge of the menu, including ingredients, preparation methods, allergens, and recommended pairings.
- Take accurate food and beverage orders and relay them clearly to the kitchen and bar.
- Serve food and drinks promptly, correctly, and according to the hotel's service standards.
- Prepare tables for service, including proper table setting, linen arrangement, and equipment readiness.
- Work collaboratively with kitchen, bar, and supervisory staff to ensure smooth operations.
- Assist with opening and closing duties as assigned.
- Maintain confidentiality and respect guest privacy at all times
- Handle complaints calmly and professionally, escalating issues when necessary.

### **Reks restaurant Gauraka Niger state.**

Position Waiter and Receptionist

- Welcome guests warmly on arrival and create a positive first impression of the hotel.
- Handle guest check-ins and check-outs efficiently, ensuring accuracy at all times.

- Manage room reservations, cancellations, and amendments using the hotel system.
- Provide clear information about hotel services, facilities, policies, and local attractions.
- Answer phone calls, emails, and walk-in enquiries promptly and professionally.
- Handle guest complaints and concerns calmly, resolving issues or escalating when required.
- Coordinate with housekeeping, maintenance, and other departments to meet guest needs.
- Maintain accurate guest records, billing details, and payment transactions.
- Ensure the reception area remains clean, organised, and presentable at all time.
- Uphold confidentiality, professionalism, and the hotel's service standards in every interaction.

### **PERSONAL DATA:**

Date of Birth:	15 <sup>th</sup> August, 1994
Gender:	Male
Marital Status:	Single
State of Origin:	Cross River State
Local Government:	Abi
Nationality:	Nigerian
Spoken:	English & Hausa

### **SCHOOL ATTENDED:**

#### **EDUCATIONAL QUALIFICATIONS:**

1: Bsc political science

2: SSCE

3: first school leaving certificate.

**INSTITUTE ATTENDED WITH DATE:**

Federal University of Lafia: 2017-2023

Edanafa secondary commercial school Ediba: 2005-2013

Presbyterian Primary school Ediba: 2000-2005

**HOBBIES:** Football and reading.

REFERENCES:

**Stephen E. Uvara**

(08064833423)

**Mr Rekpene Ernest**

(08054378493)