



8TH
EDITION

THEME

RAISING THE BAR: SALES, SERVICE AND STANDARDS FOR A COMPETITIVE AFRICA

GUEST OF HONOUR

Dr. Ola Awakan

DIRECTOR GENERAL, NIGERIAN TOURISM DEVELOPMENT AUTHORITY

KEYNOTE SPEAKER

Prof. Wasiu Babalola Esq, CNA

SVP AFRICA, CONTINENT HOTELS WORLDWIDE TURKIYE,

GUEST OF HONOUR

Marilyn Maame Efua Houadjeto

CHIEF EXECUTIVE OFFICER, GHANA TOURISM AUTHORITY

CHIEF HOST

Mrs. Adetoke Benson-Awoyinka

HONOURABLE COMMISSIONER FOR TOURISM, ARTS, AND CULTURE, LAGOS STATE

CONVENER

Olugbenga Sunday

DG HOTEL MANAGERS CONFERENCE AFRICA.
VICE PRESIDENT, HOTEL MANAGERS SCHOOL

**JULY
11&12,
2026**

Lagos Continental

VICTORIA ISLAND, LAGOS

9:00AM WAT

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Convenor's **WELCOME SPEECH**

Good morning, distinguished hotel owners, general managers, investors, tourism stakeholders, industry partners, and esteemed guests both here with us in the room and joining us online from across the continent!

On behalf of the entire Hotel Managers Conference Africa family, it is my profound honour and joy to welcome you to the 8th Edition of this gathering, a gathering that, year after year, has grown from a room of ambitious hoteliers into a movement reshaping the future of African hospitality. Thank you for making the decision to be here today, whether you travelled across borders to sit in this room or you joined us from a screen in another city, another country. Your presence tells me one thing: you are not satisfied with where the industry

stands today. Neither am I. That is exactly why we are here.

THE MOMENT WE ARE IN

Eight editions ago, when this conference began, we asked a simple question: what does it take for an African hotel to compete, not just survive, but genuinely compete on a global stage?

Eight editions later, that question has only grown sharper. The African traveller has changed.

The African investor has changed. The standards by which guests judge us; whether they are booking a boutique guesthouse in Accra or a five-star property in Lagos, have changed.

Today's guest compares your check-in experience to what they had in Dubai. They compare your breakfast to what they had in Cape Town. They compare your booking process, your staff's warmth, your room's finish, your response to a single WhatsApp complaint against the very best they have ever experienced anywhere in the world. They no longer grade us on an "African curve." And that, distinguished guests, is not a threat. It is an invitation. It is the invitation this year's theme responds to: Raising the Bar: Sales, Service & Standards for a Competitive Africa.

WHY THIS THEME, WHY NOW

We chose this theme deliberately, and we want you to sit with its three pillars for a moment, because everything we will discuss over the coming days sits under one of them.

Sales: because a beautiful hotel with empty rooms is not a business, it is a monument. Too many exceptional properties across this continent are under-booked, not because they lack quality, but because they lack a sales engine built for how guests actually buy today through OTAs, through social proof, through direct booking strategy, through revenue management that responds to demand in real time, not once a quarter.

Service: because standards on paper mean nothing if the guest at the front desk at 11pm doesn't feel them. Service is not a training manual. It is a culture, built person by person, shift by shift, correction by correction. We will spend real time in this conference on how the best-run properties on this continent and beyond it build that culture and keep it alive even when the founder isn't watching.

Standards: because "good for Africa" can no longer be the ceiling we aim for. Standards are the invisible infrastructure behind every five-star review: how you clean a room, how you onboard a supplier, how you handle a guest's complaint, how you price a night. The hotels that will lead this continent for the next decade are the ones quietly fixing their standards right now, while their competitors are still talking about it.

Look at it this way, Sales fills the house, Service keeps guests coming back, and Standards make the first two repeatable at scale, without you personally supervising every shift. That is the whole game. And that is the whole conference. Keep your eyes on these three for the two days.

WHAT THIS CONFERENCE WILL GIVE YOU

I want to be honest with you about why we built this event the way we did. I did not want another conference where you leave inspired for a week and return to the same operations.

This 8th Edition has been built, deliberately, to hand you blueprints not theory. Frameworks you can put in front of your team on Monday morning. Pricing and revenue strategies you can test this quarter. Service-culture systems that have already been proven in properties not unlike yours. Standards checklists you can implement before your next guest checks in. Every speaker on this stage, every panel you will sit in, every conversation you will have in these hallways has been selected with one filter: will this change how a hotel operates in the next twelve months? If the answer was no, it did not make the programme. That is my promise to you as convener, and it is the standard I hold this entire conference to, given our theme.

THE AFRICAN OPPORTUNITY BEFORE US

Let us be clear-eyed about the moment. Africa's hospitality and tourism sector is one of the fastest-growing on earth. Intra-African travel is rising. International arrivals are returning and expanding. Investors local and foreign are actively searching for properties and operators who can prove they run a tight, professional, scalable business. That capital is available. That demand is real. The only question is whether your hotel will be positioned to capture it, or whether you will watch a better-run competitor down the street capture it instead.

This is not a distant future. It is happening this year, in this market, to hotels much like yours. The gap between the properties that will dominate the next decade of African hospitality and the ones that will quietly fade has never been more about sales discipline, service culture, and operational standards and less about size, location, or star rating.

A WORD TO EVERY PERSON IN THIS ROOM

To the hotel owner: what you will hear over these days can be the difference between a property that survives on hope and one that grows on strategy. To the general manager: you will leave with tools to lead a team that performs consistently, not just on your best day. To the investor: you are in the right room to identify the operators and standards worth backing with your money. To our suppliers and partners: you are sitting among the very people shaping what African hospitality will demand of you next. And to everyone joining us online: I want you as engaged as if you were sitting in this hall, ask your questions, take your notes, because a screen should not water down what you take home.

MY CALL TO EVERY ONE OF YOU

Years ago, this conference started with a belief that African hospitality did not need to apologise for itself, it needed to raise its own bar. Today, that belief has become a room full of people, onsite and online, who refuse to accept "good enough" as good enough. So here is my challenge to you, and it is the same challenge I set for myself and my own team every single year: do not leave this conference with notes you will file away. Leave with one sales strategy you will implement this month. One service standard you will train your team on this week. One operational fix you will make before your next guest arrives. If every person in this room and online does that, and only that, we would have changed African hospitality before we even hold the 9th edition.

The answers you came here looking for, for your sales numbers, for your service culture, for your standards, are all in this room, in the sessions, in the conversations over the next two days. We built this conference to make sure of it.

So, once again welcome. Welcome to the 8th Edition of the Hotel Managers Conference Africa.

Welcome to a conference that will not just inspire you, it will equip you. Let us raise the bar, together, for a truly competitive Africa.

Thank you.

Mr. Olugbenga Sunday

Convener, Hotel Managers Conference Africa

Mrs. Adetoke Benson-Awoyinka

HONOURABLE COMMISSIONER FOR TOURISM,
ARTS, AND CULTURE, LAGOS STATE

Mrs. Adetoke is a visionary leader and esteemed legal practitioner, has transformed Lagos State's tourism, arts, and culture sector, leaving an indelible mark through her role as Honourable Commissioner. With a solid foundation from Marywood Grammar School, Ebute-Metta, and a Bachelor of Law degree from Lagos State University, she was called to the Nigerian Bar in 1990, marking the beginning of an illustrious career. Her professional journey spans high-level roles at International Standard Insurers, Yemi Peters & Co., B.O. Benson Law Office, Gbenga Afolabi Benson & Co., and Lenox & Blair Estates, as well as strategic positions in the United States with Sprint United and Dvyn Inc. Upon her return to Nigeria, Mrs. Benson-Awoyinka was instrumental in advancing the Development Agenda for Western Nigeria (DAWN), promoting regional cooperation and growth.

As Special Adviser to the Lagos State Governor on Housing, Mrs. Benson-Awoyinka pioneered the creation of the Lagos State Real Estate Regulatory Authority (LASRERA), an agency that rapidly garnered acclaim for promoting transparency, conflict resolution, and fraud prevention in the real estate sector. Her regulatory achievements in real estate laid a strong foundation for her appointment as Honourable Commissioner for Tourism, Arts, and Culture, where her innovative approach has redefined the sector and placed Lagos on the global tourism map.

A crowning achievement of her tenure is the Imagine Lagos initiative, an ambitious and groundbreaking project that reimagines how Lagos is presented to the world. Through Imagine Lagos, she has leveraged digital storytelling to showcase Lagos's rich culture and attractions

on an international stage. The initiative captivates a global audience with immersive virtual reality experiences, allowing viewers to explore key landmarks and cultural sites, including the JRandle Yoruba Center for Arts and Culture, from anywhere in the world. This digital window into Lagos not only promotes tourism but has helped establish Lagos as a premier global destination, with Imagine Lagos positioning the city as a must-visit location celebrated for its heritage and vibrant culture.

Mrs. Benson-Awoyinka has been a key driver of Mr. Governor's THEMES agenda, bringing transformative projects to life. Her leadership has been pivotal in actualizing the vision for Lagos Film City in Epe, a bold initiative to create a center for film production and a hub for international partnerships within Nigeria's booming film industry. Mr. Governor led the groundbreaking ceremony, signifying Lagos's commitment to building a premier filmmaking destination that will create jobs, drive economic growth, and strengthen the state's position as Africa's entertainment capital. This collaborative endeavor stands as a testament to her role in translating the Governor's agenda into impactful projects with a lasting legacy.

Her dedication to preserving Lagos's cultural heritage is reflected in her extensive efforts to restore heritage sites across the state, enhancing their appeal to local and international tourists alike. This focus on heritage preservation celebrates Lagos's past and future, showcasing the city's unique cultural identity while driving economic growth through tourism. Mrs. Benson-Awoyinka has also championed Lagos's arts and culture through initiatives like the

Afropolis Arts and Culture Festival, an annual celebration that unites communities in honoring Yoruba heritage, and Yoruba Heritage Week, which brings to life the city's traditions through arts, music, and dance at the JRandle Yoruba Center.

A committed advocate for the creative industry, Mrs. Benson-Awoyinka has fostered partnerships that support Lagos's thriving entertainment sector. Under her leadership, the Ministry established entertainment academies dedicated to nurturing young talent in the arts.

These academies provide mentorship, training, and resources to empower the next generation of creative professionals, creating a sustainable ecosystem that bolsters Lagos's status as a cultural hub and economic driver.

Among her notable achievements is the annual Lagos Countdown, an event that has become the largest New Year's Eve celebration in Africa. Bringing together music icons like Davido, Kizz Daniel, Teni, Shallipopi, Olamide, Seyi Vibes, and Mayorkun, the Lagos Countdown highlights the city's vibrant entertainment scene, attracting visitors from across the continent. This grand event not only reinforces Lagos's reputation as a lively cultural capital but cements its place as a prime destination for global celebration and entertainment.

Mrs. Benson-Awoyinka's tenure has been marked by her ability to forge strategic partnerships across sectors. Mrs. Adetoke Benson-Awoyinka is married and blessed with children.

KEYNOTE SPEAKER



Prof. Wasiu Babalola Esq.

SVP AFRICA, CONTINENT HOTELS WORLDWIDE TURKIYE
CHAIRPERSON, NATIONAL TECHNICAL COMMITTEE ON
TOURISM AND RELATED SERVICES

Prof. Wasiu A. Babalola brings an uncommon blend of academic depth and industry command to the Nigerian hospitality landscape. A dual-PhD holder in Hospitality Management and Forensic Accounting & Audit, he is widely regarded as a polymath with certified expertise spanning hospitality operations, tourism law, marketing, international business, forensic accounting, AI, arbitration, accounting, taxation and corporate strategic management.

ACADEMIC DISTINCTION

He is barrister at law, a Professor of Hotel Management & Tourism and Adjunct/Visiting Professor of Tourism & Hospitality Law. His academic portfolio includes degrees in Catering & Hotel Management, Hospitality & Tourism Management (first class), and Law (LLB, first class); LLM in Estate Management & Planning, Distinctions at LLM; BSc & MSc Accounting, MBA, MSc Human Resources, and advanced studies in Marketing, Corporate Strategy, Arbitration, and French, among others. He is a Certified Cybersecurity for Higher Education Practitioner and a certified Programme & Institutional Accreditor.

INDUSTRY LEADERSHIP

He is currently the Senior Vice President, Africa, Continent Worldwide Hotels — part of a 100+ hotel portfolio across 13 countries on 4 continents — Prof. Babalola has shaped hospitality investment and operations across Africa. He is Director & Trustee, African Travel Commission, and former Managing Director, West Africa, Swiss International Hotels & Resorts.

He is the Vice Chairman of Ecosignature

Hospitality Services and Director at Naija Autogas Limited, the VVIP FastTrack Nigeria Limited, among others.

PROFESSIONAL SERVICE & HONOURS

1. Ag. National President & Chairman of Council, Nigerian Hotel and Catering Institute (NHCI) having served as its 1st, 2nd and 3rd National Vice President of the Institute, among others.
2. Immediate Past Regional Chairman, Institute of Hospitality, UK – Nigeria Region aftershook he was honoured with the "Heart of Hospitality" Award by the IoH, the first recipient of the Award from Africa.
3. Inducted: Top 100 Tourism Personalities in Africa 2024 & Nigeria 2018.
4. Awarded Nigeria Hotel Man of the Year 2021; West Africa Tourism & Hospitality Educator of the Year 2021; Institute of Hospitality UK _Hearts of Hospitality_ 2023, among others.
5. Fellow of multiple professional bodies including in the field of Hospitality, Tourism, Forensic Accounting among others; He is a Certified National Accountant (CNA), Tax practitioner (ACTI), Chartered Arbitrator (ACIarb) and a Barrister at Law.
6. Rotarian & Past Assistant Governor, Rotary District 9111; 36th President, Rotary Club of Isolo. He is also a benefactor of the Babalola Peace Foundation and The Rotary Foundation.

Prof. Babalola represents the nexus of scholarship, governance, and enterprise. His work advances professional standards, institutional accreditation, and strategic growth in the global hospitality and tourism sector.

Marilyn Maame Efua Houadjeto

**CHIEF EXECUTIVE OFFICER,
GHANA TOURISM AUTHORITY**



Maame Efua Houadjeto (Marilyn Maame Efua Sekyi Aidoo Houadjeto) is a distinguished Ghanaian tourism executive, communications strategist, entrepreneur, and former hospitality leader. She currently serves as the Chief Executive Officer of the Ghana Tourism Authority (GTA), having been appointed in January 2025 to lead Ghana's tourism agenda through destination marketing, strategic partnerships, and sustainable tourism development.

With over two decades of experience spanning tourism, hospitality, marketing communications, event management, project management, and executive leadership, she has built an outstanding career advancing tourism and business growth. Before joining the Ghana Tourism Authority, she was the Founder and CEO of Image Consortium Group, Managing Director and Creative Director of IE Design, and served as Room Division Manager and Acting General

Manager of MPlaza Hotel, where she gained extensive hospitality leadership experience.

Maame Efua holds a Diploma in Communications, Journalism and Marketing from the Ghana Institute of Journalism, a Postgraduate Diploma in Marketing from GIMPA, and has undertaken postgraduate studies in Engineering Project Management at Coventry University, United Kingdom, along with advanced studies in Engineering and Management.

Her contributions to tourism, culture, and destination development have earned international recognition, including the Global Cultural Ambassador Award, presented during a Pre-Grammy Awards event in Los Angeles. Through visionary leadership, she continues to strengthen Ghana's global tourism profile and inspire excellence across Africa's hospitality and tourism industry.



Building a Sustainable and Prosperous Nigeria

As one of Nigeria's leading Consumer Packaged Goods companies, NBC is committed to socio-economic development. Through strategic investments, job creation, community empowerment, and sustainable practice, we are shaping a greener, more prosperous future for Nigeria.



AGENDA | DAY 1

9:00AM-9:30AM	Registration, Arrival, Networking & Exhibition Preview
9:30AM-9:45AM	Opening Ceremony • Call to Order • Opening Prayer • National Anthem
9:45AM-9:50AM	Partner Spotlight Video
9:50AM-9:55AM	Introduction of Conference Hosts Hosts: Funke Olusoga-Ogunlade & Keith Alvah Avedzi
9:55AM-10:20AM	Convener's Address Speaker: Olugbenga Sunday Topic: Raising the Bar: Sales, Service & Standards for a Competitive Africa
10:20AM-10:55AM	Opening Keynote Address Speaker: Prof. Wasiu Babalola Topic: The Future of African Hospitality: Competing Beyond Borders
10:55AM-11:15AM	Tea Break & Networking
11:15AM-12:00PM	Executive Panel Discussion 1 Topic: Sales That Convert: Winning Revenue in a Competitive Market Moderator: Sunday Omogeye Sampson Panelists: • Dr. Iyadunni A. Gbadebo • Ahmed Raza • Jorge Erazo • Sharafa Lanre Balogun • Dr. Michael Pinder
12:00PM-12:10PM	Audience Questions & Contributions
12:10PM-12:15PM	Partner Spotlight Video
12:15PM-12:55PM	Industry Lecture Topic: Standards That Scale: Building Hospitality Systems That Survive Growth Speaker: Benedicta Ogar
12:55PM-1:05PM	Audience Questions & Answers
1:05PM-1:25PM	Sponsor Solutions Showcase
1:25PM-2:10PM	Executive Panel Discussion 2 Topic: Experience Economy: Lifestyle Hospitality, Restaurants & Guest Engagement Moderator: Morenike George-Taylor Panelists: • Salome Danjuma • Herman Wandji • Akitunde Adeshina (Chef Shine) • Mr. Jude Nwazunku • Dr. Edward Akerele
2:10PM-2:15PM	Audience Questions & Contributions
2:15PM-2:35PM	Official Opening & Goodwill Messages Speakers: • Mrs. Toke Benson-Awoyinka, Honourable Commissioner, Lagos State Ministry of Tourism, Arts and Culture • Maame Efua Houadjeto, Chief Executive Officer, Ghana Tourism Authority • Alhaji Badaki Aliyu, President, Federation of Tourism Associations of Nigeria (FTAN) • Dr. Ola Awakan, Director General, NTDA
2:35PM-3:05PM	Legacy Charge Topic: Leadership, Legacy & Building Sustainable Hospitality Businesses in Africa Speaker: Karl Hala
3:05PM-3:35PM	Exhibition & Networking Engagement Window

3:35PM-3:40PM	Partner Spotlight Video
3:40PM-4:20PM	HMS Graduation Ceremony
4:20PM-5:00PM	Networking, Photography & Close of Day One

AGENDA | DAY 2

9:30AM-9:40AM	Opening Prayer, Welcome & Day One Recap Facilitated by: Conference Hosts
9:40AM-9:45AM	Partner Spotlight Video
9:45AM-10:25AM	Industry Lecture 1 Speaker: Justina Ovat Topic: Effort is the New Black
10:25AM-10:35AM	Audience Questions & Answers
10:35AM-11:20AM	Executive Panel Discussion 1 Topic: The Business of Hospitality in Africa: Profitability, Investment & Sustainability Moderator: Lola Oyewole-Udabor Panelists: • Mrs. Kehinde Daniels • Barr. Chike Ogeah • Dr. Samuel Itodo • Dr. Ebikabore Seimodei • Martin Bredenoord
10:20AM-11:30AM	Audience Questions & Contributions
11:30AM-11:50AM	Tea Break & Networking
11:50AM-12:20PM	Sponsor Solutions Showcase
12:20PM-12:25PM	Partner Spotlight Video 2
12:25PM-1:10PM	Executive Panel Discussion 2 Topic: People, Leadership & Culture: The Real Competitive Advantage Moderator: Oluwashola Johnson Panelists: • Funke Olusoga-Ogunlade • Lydia Akunja • Ugochukwu Nelson Njoku • Koya Ahmiegbe
1:10PM-1:20PM	Audience Questions & Contributions
1:20PM-1:40PM	Special Charge Speaker: Adedayo Adesugba Topic: The Future of Hospitality Leadership in Africa: Excellence, People & Purpose
1:40PM-2:25PM	Hospitality Leadership Clinic Facilitated by Host
2:25PM-2:30PM	Partner Spotlight Video 3
2:30PM-3:00PM	Exhibition & Networking Engagement Window
3:00PM-3:30PM	Lunch
3:30PM-4:00PM	Industry Lecture 2 Speaker: Dr. Eric Mekwuye Topic: Building Hospitality Businesses That Survive Growth, Change & Competition
4:00PM-4:10PM	Audience Questions & Answers
4:10PM-4:40PM	HMCA Excellence Awards 2026 Host: Mrs. Florence Oyelade Adedayo-Tayo
4:40PM-5:00PM	Vote of Thanks, Closing Remarks & Official Close of HMCA 2026

MEET THE CONVENER

Olugbenga Omotayo Sunday is a renowned tourism and hospitality expert in Nigeria, known for his extensive contributions to the industry. He is the Lead Consultant at Tojum Hospitality, a company he founded in 2016.

He is an inducted Member of the Nigeria Hotel and Catering Institute (NHCI) and a Fellow of the Association of Tourism and Hospitality Consultants of Nigeria (ATHCON) as well as a Fellow of the Institute of Tourism Professionals of Nigeria (ITPN).

His work spans various leadership roles and initiatives within the tourism and hospitality industry, earning him national and international recognition.

Olugbenga holds multiple professional qualifications and certifications, including HND, FITP, MTI, and FIHTM. He is a member of the Institute of Hospitality (UK). He has also been recognized as one of the Top 100 Tourism Personalities in Nigeria for his outstanding contributions to the growth and development of the tourism and hospitality sector.

As the founder and lead consultant at Tojum hospitality, Olugbenga specializes in Hotel Management consultancy, Branding and Rebranding, Event and Festival management, Tourism development and promotion, and training and manpower development. His expertise has helped numerous clients, including major hotels and resorts, to enhance their operations and brand presence.

He is the convener of the Hotel Managers Conference Africa (HMC Africa), an annual event that gathers hospitality professionals to discuss industry challenges and share best practices. This conference is a significant platform for networking and professional development in the hospitality sector.

Olugbenga is also the Destination Manager of Idere hills, where he promotes and enhances the visibility and attractiveness of this tourist destination. His efforts in tourism promotion have been recognized with the top tourism promoter of the year award twice, in 2020 and 2021.

He is the convener of the Hotel Managers Conference Africa (HMC Africa), an annual event that gathers hospitality professionals to discuss industry challenges and share best practices.



Additionally, he serves as the country manager at Letsgo Nigeria, leading efforts to promote Nigerian tourism both nationally and internationally. His initiative, the Ibarapa tourism agenda, focuses on developing tourism in the Ibarapa region, showcasing his dedication to regional tourism growth.

Olugbenga named his company tojum hospitality after his children, Tomisin and Jumoke, symbolizing his vision of creating an intergenerational legacy. His personal commitment to his family is reflected in his professional endeavours, aiming to build a sustainable and reputable brand.

His vision for Tojum hospitality is to build a renowned hospitality brand and to assist in strategic branding with a first-class reputation. His mission is to achieve superior results using a competent, goal-oriented workforce with an emphasis on innovation, quality, and team spirit.

Olugbenga's core values include professionalism, diversity, quality, innovation, integrity, and consistency. These values drive his approach to business and have contributed to his success in the Tourism and Hospitality industry.

In 2024, Mr Olugbenga founded Hotel Managers School, an online School for Hospitality leadership and management training.

For more detailed information about Olugbenga Omotayo Sunday and his work, visit his professional profile on LinkedIn.

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A portrait of Benedicta Ogar, a woman with dark, wavy hair, wearing a pink top and a pearl earring, looking directly at the camera. The background is a solid dark pink color.

Benedicta Ogar

**CHIEF EXECUTIVE OFFICER
CAVODAH HOSPITALITY**

Benedicta Genevieve Ogar is a hospitality executive, business strategist, and institution builder with over a decade of experience shaping the sector across Africa. She is the Founder and Chief Executive Officer of Cavodah Hospitality Group, an advisory and management firm specialising in concept development, pre-opening management, operational transformation, business turnaround, and sustainable growth for hotels, restaurants, resorts, clubs, and lifestyle brands.

She is also the Founder of The Service Arts & Hospitality Academy (SAHA Africa), an industry-focused institution committed to raising service standards and developing the next generation of professionals through executive education, leadership development, and workforce training.

Across both organisations, Benedicta partners with investors, developers, boards, and executive teams to build resilient businesses, strengthen operational systems, and cultivate service cultures that drive exceptional guest experiences and lasting commercial success.

A respected speaker and facilitator, she regularly leads executive strategy sessions, management development programmes, and industry conversations on leadership, operational excellence, service innovation, and organisational transformation.

Her work has earned wide recognition. She has been named among the Top 30 Most Influential Hospitality Professionals in Nigeria by The Pyne Awards and featured in Global Group Media & NBC Washington's 'The Rising Women Africa Series: 35 Women Moving Africa Forward' in the hospitality category. She received the Hospitality Impact Award at the Hotel Managers Conference & Awards 2025 and was listed among the Top 50 Women in Hospitality & Tourism in Africa 2025 by Hospitality Awards Africa.

Passionate about developing people and building enduring institutions, she remains committed to shaping a more competitive, innovative, and globally respected African hospitality industry.

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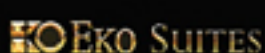
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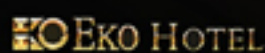
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Dr. Iyadunni Atinuke Gbadebo

DIRECTOR OF SALES AND MARKETING,
EKO HOTELS & SUITES, LAGOS.

Dr. Iyadunni Atinuke Gbadebo is a transformational business leader and the Director of Sales and Marketing at Eko Hotels & Suites, Nigeria's flagship corporate hospitality brand. Since assuming this role in 2011, she has architected groundbreaking revenue-generation models — including the iconic Tropical Christmas Wonderland, Theatre@Eko Hotels, Hakuna Matata Theme Park and so much more, which has become a multi-billion-naira phenomenon and a signature experience in West Africa's hospitality landscape. She leads a dynamic team of 30+ professionals, driving sales, marketing, branding, ideation, curation,

promotions, and large-scale event management across the hotel's 825 rooms, 11 restaurants, and world-class facilities.

With over two decades of executive experience, Dr. Gbadebo epitomizes strategic vision, commercial excellence, and creative innovation. She launched her career as a Business Development Manager at OJ&T Limited, spearheading advertising sales for CNN across African markets — a role in which her inventive client strategies and relationship-building significantly boosted revenue and positioned her as a rising force in media marketing.

She went on to become National Sales Manager for North American Airlines, where she drove market expansion, forged strategic alliances with multinational corporations, and engineered initiatives that grew ticket sales across critical sectors including oil and gas, embassies, and government. Later, as Commercial Director at Bi-Courtney Aviation Services Limited, she oversaw business development and revenue generation for Murtala Muhammed Airport Terminal 2, managing both aeronautic and non-aeronautic income streams and strengthening the terminal's brand positioning.

Beyond the corporate boardroom, Dr. Gbadebo is a successful entrepreneur and brand builder. As CEO and Founder of BGV Limited, a sales and marketing consultancy, she has delivered high-profile business events — including “Making Nigeria Your Goal” in the UK and the UKTI Britain Nigeria Business Awards — while securing blue-chip sponsorships and global attention.

In wellness and lifestyle, she introduced Tirta Ayu Spa Nigeria, the first West African franchise of the traditional Javanese spa experience, growing it to four branches and over 100 staff within five years.

Her board and advisory engagements further underscore her leadership influence across industries. Dr. Gbadebo serves on the Board of Advisory of Kaymli Ventures, a global venture capital and investment firm with an investment capacity exceeding US\$122 million.

The firm focuses on empowering early and growth-stage businesses with both capital and strategic mentorship to scale globally, and Dr. Gbadebo brings her deep commercial insight

and strategic expertise to its mission of driving innovation and sustainable business growth across emerging markets.

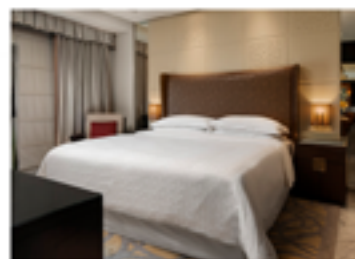
She is deeply committed to tourism development and is a distinguished member of the Board of Trustees of Eko Tourism Foundation, where she contributes to initiatives that promote Lagos as a vibrant global destination.

She also served as the Sales, Marketing & Advertising Manager at Wakanow, where she played a key role in driving brand visibility, strategic partnerships, and market expansion within Nigeria's travel and tourism industry.

Her academic credentials reflect her passion for excellence and lifelong learning. She holds a PhD in Business Management (MSBM UK), an MSc in International Marketing from the University of Salford Manchester and Robert Kennedy College, Zurich, and a BA in Theatre/Performing Arts from the University of Lagos.

She has also completed world-class executive programs and international workshops — from persuasive selling and negotiation to global retail and branding trends — further sharpening her leadership edge.

Dr. Gbadebo is widely recognized for her cross-cultural fluency, commercial ingenuity, and people-centric leadership. Her expertise spans strategic business planning, market research, competitor analysis, corporate communications, PR, performing arts producer & director, media management. Above all, she is passionate about building iconic brands, delivering unforgettable customer experiences, and mentoring the next generation of leaders in Africa's hospitality and business sectors.



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PRINCIPAL CONSULTANT, THE FUNKEO COMPANY

Funke Olusoga-Ogunlade is a leading hospitality consultant, customer experience strategist, author, speaker, trainer, mentor, and executive coach with over two decades of experience transforming hospitality businesses across Africa. She is the Founder and Principal Consultant of The FunkeO Company, a hospitality consulting firm that partners with hotels, restaurants, resorts, and hospitality businesses to improve operational performance, develop high-performing teams, elevate customer experience, and drive sustainable business growth.

She is the author of *The Six Personalities of Hospitality*, a practical guide that explores workplace personality types within the hospitality industry, helping leaders, HR professionals, and teams maximize individual strengths, improve recruitment and staff placement, and build high-performing organizations. A Certified Customer Experience Professional (CCXP), Funke is also a Member of the Institute of Hospitality (UK), the Chartered Institute of Bankers of Nigeria (CIBN), and a Full Member of the Association of Tourism

and Hospitality Consultants Nigeria (ATHCON). Committed to developing the next generation of hospitality leaders, Funke serves as Faculty at Rome Business School, Lagos, where she has trained and mentored hundreds of hospitality professionals, supervisors, managers, entrepreneurs, and business owners. She is also the Director of Mentorship, Training and Career Development for Women in Hospitality Nigeria (WIHN) and an active member of Women in Management, Business and Public Service (WIMBIZ), championing leadership development and women's advancement in business.

A sought-after keynote speaker, moderator, panelist, and executive coach, Funke is renowned for delivering practical, actionable insights that strengthen leadership, transform service culture, enhance guest satisfaction, and improve business performance. Passionate about people development, she empowers hospitality professionals and organizations to achieve lasting excellence through customer-centric leadership and operational innovation.



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A portrait of Keith Alvah Afedzi, a man with a beard and short hair, wearing a dark green suit, white shirt, and orange tie. He is looking directly at the camera with a neutral expression.

Keith Alvah Afedzi

ADMINISTRATIVE DIRECTOR, CRIMSON HOTEL, GHANA

With over 13 years of progressive experience in the hospitality industry, Keith Alvah Afedzi is a seasoned hotel professional, entrepreneur, and industry trainer known for driving operational excellence and sustainable growth. As a hotel owner, he brings a practical, hands-on understanding of the dynamic challenges and opportunities within modern hospitality management.

He is highly regarded for his expertise in workplace optimization, staff development, and performance management. Through the design and implementation of effective training programs, he has enhanced team productivity, improved service delivery, and fostered a culture of continuous improvement within hospitality environments.

Beyond operational leadership, he serves as a strategic liaison within the industry, bridging gaps between management, staff, and stakeholders to ensure alignment, efficiency, and long-term success. His approach combines strong business acumen with people-centered leadership, making him a trusted advisor and mentor within hospitality circles.

Passionate about developing talent and elevating industry standards, he continues to contribute to the growth of the hospitality sector through training, consultancy, and thought leadership, championing excellence and sustainable development across the industry.

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A portrait of Karl Hala, a middle-aged man with glasses, wearing a dark blue pinstripe suit, a white shirt, and a yellow tie. He is looking slightly to the left of the camera with a neutral expression. The background is blurred, showing what appears to be an indoor setting with a screen displaying a sports event.

Karl Hala

GROUP GENERAL MANAGER
CONTINENTAL HOTEL GROUP

Karl Hala is one of Africa's most accomplished hospitality leaders, with a distinguished career spanning nearly five decades across four continents, 14 countries and 21 cities.

He dedicated 35 years to InterContinental Hotels Group (IHG), culminating in nine years as Director of Operations for Africa, where he drove operational excellence, hotel openings and strategic growth across the continent.

His international leadership journey has included senior roles in Vienna, Munich, Amman, Petra, Nairobi, Lusaka, Livingstone, Sharm El Sheikh, Belgrade, Kingston, Budapest, Warsaw

and Addis Ababa.

Following IHG, Karl led strategic hospitality assignments in Kenya and with Ethiopian Airlines before returning to Nigeria as Group General Manager of Continental Hotels Nigeria.

Widely recognised as one of Africa's foremost hospitality visionaries, he is passionate about developing future leaders, elevating service excellence and positioning Africa as a global leader in hospitality, tourism and sustainable business.

A professional headshot of Mr. Jude Nwazunku, a Black man with short dark hair, wearing a dark pinstripe suit jacket over a light blue collared shirt. He is looking directly at the camera with a neutral expression. The background is a solid, muted reddish-brown color.

Mr. Jude Nwazunku

MANAGING DIRECTOR, ELOMAZ HOTELS

Mr. Jude Nwazunku is the Managing Director of Elomaz Hotels, one of Nigeria's leading indigenous hospitality brands, recognized for delivering quality accommodation, exceptional guest experiences, and world-class hospitality services. With extensive expertise in hotel operations, business development, strategic management, and customer service excellence, he has played a key role in driving the growth and transformation of the Elomaz Hotels brand.

Under his leadership, Elomaz Hotels has strengthened its reputation for operational excellence, innovation, and personalized service. Mr. Nwazunku has championed initiatives focused on enhancing guest satisfaction, improving efficiency, developing high-performing teams, and maintaining international hospitality standards. His people-focused leadership and commitment to quality have contributed significantly to the brand's continued success and competitiveness.

A strong advocate for continuous learning, Mr. Nwazunku has complemented his industry experience with academic and professional development. He studied at Imo State University and holds professional certifications from the International Hospitality Institute (IHI) and the Chartered Institute of Taxation of Nigeria (CITN), with specialized training in Tax Law, Tax Audit & Investigation, and Tax Intelligence & Information.

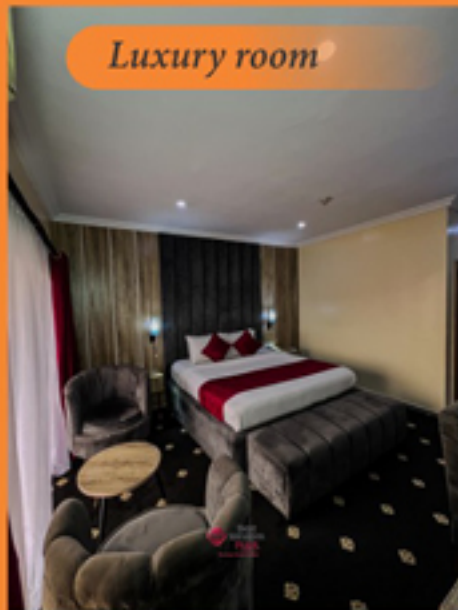
Beyond his executive role, Mr. Nwazunku is committed to advancing service excellence, innovation, and capacity building within Nigeria's hospitality sector. Through strategic leadership, operational insight, and a dedication to professional growth, he continues to contribute to the development of the hospitality industry while inspiring future industry leaders.



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Martin Bredenoord

GENERAL MANAGER,
SHERATON LAGOS HOTEL IKEJA, LAGOS

Martin Bredenoord is a seasoned hospitality executive with over two decades of leadership experience across Africa, recognized for operational excellence, strategic leadership, and a people-first management philosophy. Since November 2021, he has served as General Manager of Sheraton Lagos Hotel, one of Marriott International's flagship properties in Nigeria, where he drives commercial performance, service excellence, and guest satisfaction.

His career spans Nigeria, South Africa, Uganda, and Malawi, where he has held senior leadership positions across Sheraton, Protea Hotels, Renaissance, and African Pride Hotels. He has successfully led hotel openings, turnaround projects, and operational transformations, consistently delivering business growth and exceptional guest experiences.

At Sheraton Lagos, Martin has strengthened the hotel's market leadership through service innovation, commercial growth, and sustainability initiatives. Under his leadership, the hotel has earned regional recognition for catering and sales excellence, introduced an electric vehicle charging station in partnership with Qoray, and achieved Green Key Certification, reinforcing its commitment to sustainable hospitality.

Beyond hotel operations, Martin serves as Chair of the Marriott Business Council for Western Africa, fostering collaboration, talent development, and operational excellence across the region. A graduate of the University of Johannesburg with a degree in Hospitality Management, he continues to shape hospitality standards in Sub-Saharan Africa through innovation, sustainability, and a commitment to developing high-performing teams.

A professional headshot of Dr. Samuel Itodo, a Black man with short hair, wearing round glasses and a grey suit with a white shirt and tie. He is looking directly at the camera with a slight smile.

Dr. Samuel Itodo

GROUP GENERAL MANAGER
2020 HOTELS AND APARTMENTS

Dr. Samuel Itodo is a distinguished Nigerian hospitality executive, business strategist, and leadership expert with extensive experience in hotel operations, organizational development, and hospitality management. He serves as the Group General Manager of 2020 Hotels and Apartments, where he provides strategic leadership across the group's operations, driving business growth, operational excellence, and service innovation. With a career spanning hotel management, customer experience, and corporate leadership, he has earned a reputation for building high-performing teams and delivering exceptional guest experiences.

Under his leadership, 2020 Hotels and Apartments has continued to strengthen its reputation

for quality service, operational efficiency, and guest satisfaction. He is passionate about building high-performing teams, implementing best practices, and fostering a culture of excellence that enhances organizational performance and delivers memorable guest experiences.

A strong advocate for leadership development and continuous improvement, Dr. Itodo actively contributes to industry discussions on hospitality management, organizational growth, and service excellence. His strategic vision and commitment to innovation continue to position him as one of the emerging leaders shaping the future of hospitality in Nigeria.

A portrait of Sharafa Olanrewaju Balogun, a Black man with a shaved head and a goatee, smiling. He is wearing a dark blue blazer over a light blue patterned shirt. The background is a solid dark grey.

Sharafa Olanrewaju Balogun

GENERAL MANAGER, GLOCIENT HOSPITALITY
(CAVISTA HOLDINGS)

Sharafa Olanrewaju Balogun is a distinguished hospitality executive with over two decades of experience in hospitality development, project conceptualization, asset management, and hotel operations. His strategic vision and transformative leadership have contributed to the successful delivery and revitalization of notable hospitality assets across Nigeria.

He began his career at Societe Generale Bank in 2000 before transitioning into hospitality in 2003 with Avalon Intercontinental Nigeria Ltd., owners of leading brands including Radisson Blu Hotel Ikeja, Radisson Hotel Ikeja, Park Inn by Radisson, Radisson Anchorage Victoria Island, and The Avalon Hotel Offa.

Rising from Project Coordination Officer to Owner Representative, Sharafa led key aspects of hospitality projects, including operator selection, development planning, construction

oversight, pre-opening activities, and asset management.

In 2022, he was appointed General Manager of Glocient Hospitality, a subsidiary of Cavista Holdings, with the responsibility of transforming Ikogosi Warm Springs Resort. Through strategic repositioning and operational excellence, he restored the resort within 18 months, earning national recognition as Best Holiday Resort in Nigeria at the Hotel Managers Conference in 2023 and 2024, and Best Unique Destination Experience in Nigeria in 2025.

A recipient of the Hospitality Impact Award, Sharafa is a certified member of the Association of Tourism and Hospitality Consultants of Nigeria (ATHCON). He continues to champion innovation, operational excellence, and sustainable growth in Africa's hospitality industry.

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- Hiking Experience
- Paint & Sip Experience
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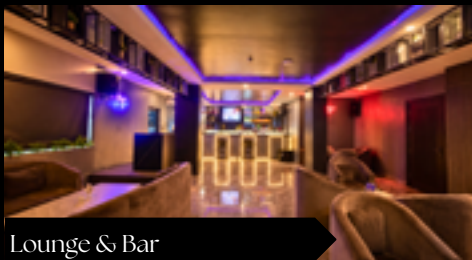
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Dr. Akerele Edward Ekundayo

SENIOR LECTURER & HEAD OF DEPARTMENT, HOSPITALITY AND TOURISM
MANAGEMENT, LAGOS STATE UNIVERSITY OF EDUCATION, OTO/IJANIKIN

Dr. Akerele is a distinguished hospitality scholar, researcher, practitioner, and administrator with over two decades of experience in hospitality, tourism, academia, and strategic management. He is the Senior Lecturer and Acting Head, Department of Hospitality and Tourism Management at Lagos State University of Education, Lagos, Nigeria.

He holds a Ph.D. in Tourism and Hospitality Management from Lead City University, supported by postgraduate and undergraduate qualifications in hospitality and tourism. Before joining academia, he held executive roles including General Manager, Head of Operations, Business Development Director, and Principal Consultant, bringing extensive industry experience into teaching, research, and consultancy.

His research focuses on regenerative tourism, hospitality innovation, sustainability, destination management, service quality, organizational resilience, and digital transformation. He has published extensively in reputable journals and presented papers at national and international conferences.

Dr. Akerele is a Fellow of the Nigeria Hotel and Catering Institute (FNHCI), the Institute for Tourism Professionals in Nigeria (FITPN), and the Association of Tourism and Hospitality Consultants in Nigeria. He is also a Member of the Institute of Hospitality, UK, and remains committed to advancing hospitality education through research, curriculum development, postgraduate supervision, and professional capacity building.

Wandji Kammi Herman

COUNTRY VICE CHAIR (CAMEROON),
PAN AFRICAN TOURISM BOARD

Herman Wandji Kammi is a hospitality executive, tourism leader, and guest experience strategist with over 13 years of international experience across Africa and Europe in luxury hospitality operations, service excellence, and destination development. He currently serves as Food & Beverage Manager at Hôtel Akwa Palace in Douala, Cameroon, where he leads high-level hospitality operations and guest experience transformation initiatives.

Beyond hotel leadership, Herman serves as Vice Chair for Cameroon at the Pan Africa Tourism Board (PATBOARD) and International Delegate

for Central Africa (CEMAC) at the Hotel Managers Conference, contributing to continental dialogue on tourism growth and hospitality standards.

His expertise extends to major international sporting and hospitality events, including CAF- AFCON tournaments, where he has led premium guest operations for large-scale, high-profile audiences. Herman is passionate about designing memorable experiences that strengthen loyalty, elevate service culture, and drive sustainable business performance.



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A portrait of Lola Oyewole Udabor FIH, a Black woman with her hair pulled back, wearing a blue and white geometric patterned sleeveless top and gold hoop earrings. She is smiling slightly and has her arms crossed.

Lola Oyewole Udabor FIH

VICE CHAIRMAN OF THE INSTITUTE OF HOSPITALITY, NIGERIA REGION

Lola Oyewole-Udabor FIH is a cross-disciplinary hospitality executive with over 20 years of progressive leadership spanning hotel operations, real estate asset management, pre-opening strategy, consulting, training and wellness. She currently serves as Vice Chairman of the Institute of Hospitality, Nigeria Region and as General Manager at Penobscot Real Estate Development and Management.

Her career includes roles at Eko Hotel & Suites, Radisson Blu Anchorage Hotel, W Hospitality Group, and Upbeat Recreation Centre, with advisory experience spanning international

brands including Marriott, Hilton, Radisson, Hyatt, and Accor across Sub-Saharan Africa. She holds a Master's degree in International Hospitality Management from the University of Derby and is a Fellow of the Institute of Hospitality.

Lola is affiliated with is affiliated with the Cherie Blair Foundation for Women, Women in Hospitality Nigeria, where she launched the body's mentoring programme. An active member of Women in Management, Business and Public Service (WIMBIZ) and the Nigeria Economic Summit Group (Hospitality & Tourism Thematic Group).

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Koya Ahmiegbe

HOSPITALITY CONSULTANT & MENTOR,
ZETA HOSPITALITY

Koya Ahmiegbe is a dynamic hospitality consultant, HR professional, mentor, and service excellence/guest retention strategist with two decades of experience transforming hospitality and service organizations across Africa.

She has led at executive levels within top hotels and played a key role in establishing the International Hospitality Institute (IHI) Nigeria, earning recognition as one of the Most Powerful People in African Hospitality (2022)

Koya also brings cross-industry expertise from her leadership role at CFAO Mobility Nigeria as Head Customer Relations, where she has built and leads the Customer Relations function for Toyota BU.

As a passion, she advises organizations on human capital development, service excellence, customer experience / retention strategies, and business operational performance.

She is professionally known for delivering practical, thought-provoking insights that inspire leaders and teams to elevate standards, strengthen service culture, and drive sustainable business growth.



A portrait of Dr. Michael Pinder, a middle-aged man with a grey goatee and glasses, wearing a dark blue suit, white shirt, and a patterned tie. He is smiling slightly and looking directly at the camera. The background is a textured, warm-toned wall.

Dr. Michael Pinder

GENERAL MANAGER
JS SIGNATURE HOTEL, PORT HARCOURT

With three decades in the hospitality industry in 11 hotels (still counting), across four continents, Dr. Michael Pinder has proven himself as an astute hospitality professional.

Starting out his career in 1994 at St. Pierre Hotel as food and beverage manager, the London-born Pinder grew from the ranks to become sought-after in the global hospitality business.

From hotel business management, hospitality consultancy, project management and operations, training and staff development, Pinder has left legacies that today serve as a model to copy and also challenge for young hoteliers to become more ambitious.

Although he has a PhD in Human Resources Management with a litany of academic

qualifications, Pinder believes in experience hence he always posits that, "It is experience not qualifications that makes a successful hotelier."

With his wealth of experience, Pinder has become a specialist in turning over underperforming hotels to successful brands, an expertise that has won him many clients in Nigeria.

He consulted for the then Protea Hotels, Kuramo Waters, in Victoria Island, and in 2010, he moved to become the consultant and general manager, Best Western Premier Hotel Lagos.

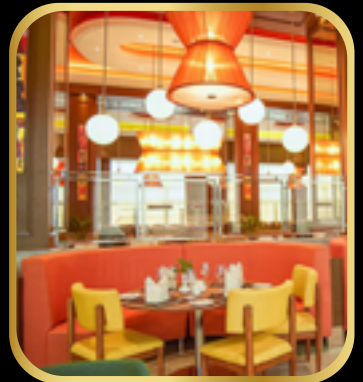
Dr. Pinder was the general manager of Ogeyi Place Hotel, Port Harcourt in Rivers State before joining J'S Signature as the General Manager in 2024.



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Interview

Chukwudimma Ezembamlu

DIRECTOR: HOSPITALITY, FUEL & GAS
(KEY ACCOUNT MERCHANT) OPAY

Why is OPay sponsoring HMC Africa 2026?

Hospitality is one of Nigeria's fastest-growing sectors and a major driver of economic growth.

As the Headline Sponsor of HMC Africa 2026, we're proud to support a platform that brings industry leaders together to shape the future of hospitality. Our participation reflects OPay's commitment to helping hotels operate more efficiently through secure, reliable, and innovative financial solutions. We want to be a long-term technology partner that supports the

industry's growth across Nigeria and Africa.

What is OHotel?

OHotel is OPay's hospitality platform designed to help hotels get discovered, get booked, and get paid. It gives hotels visibility within Nigeria's No.1 banking app, connecting them to over 45 million monthly active users.

Beyond increasing bookings, OHotel offers lower commission rates, instant payment settlement, in-app promotions, and customer incentives such as discounts and

cashback. It's a complete solution designed to help hotels grow their business.

What hospitality problems is OPay solving?

Hotels often face challenges such as limited visibility, delayed payments, failed card transactions, manual payment errors, and inefficient expense management.

OPay addresses these challenges with solutions that simplify collections, support international card payments, enable instant settlements, automate payment processes, and provide better financial management tools. Our goal is to help hotels operate more efficiently so they can focus on delivering exceptional guest experiences.

How does this align with OPay's vision?

At OPay, our mission is to use technology to make financial services more inclusive while helping businesses grow. For the hospitality industry, that means offering more than payment solutions. Through products like OHotel, OWealth, Smart POS, Business Expense Accounts, and Corporate Cards, we're building an ecosystem that helps hotels attract customers, manage operations, and improve profitability.

Why should hotels partner with OPay?

Hotels need more than a payment provider—they need a business partner. With OPay, hotels gain access to instant settlements, international card acceptance, Smart POS solutions, expense management

tools, OWealth, and dedicated business support. Together, these solutions help hotels increase bookings, improve efficiency, and grow revenue.

What message do you have for hotel owners and general managers?

Exceptional guest experiences start with efficient operations. Our message is simple: let OPay handle the financial technology, so you can focus on hospitality. We're committed to helping hotels attract more guests, simplify payments, manage operations more efficiently, and achieve sustainable growth.

What makes OPay different?

OPay is more than a digital payment platform—we're a comprehensive financial ecosystem trusted by over 45 million monthly active users and one million merchants.

What sets us apart is our ability to deliver industry-specific solutions that combine customer acquisition, payments, expense management, wealth management, and dedicated business support. For hotels, that means one trusted partner providing the tools needed to grow and operate more efficiently.

- **Adeola Peters**
HEAD, BUSINESS RELATIONSHIP & DEVELOPMENT
DAYNIQUE MULTILATERAL CONSULTING AND
INVESTMENT LTD
- **Ezeh Matthew Uchenna**
FRONT OFFICE MANAGER
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LAGOS CONTINENTAL HOTEL
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BEST WESTERN PLUS ELOMAZ HOTEL, ASABA
- **Rita Tariah**
ASSISTANT FRONT-OFFICE MANAGER
SPARKLYN HOTELS AND SUITES PH
- **Awe Folasade**
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LAGOS AIRPORT HOTEL
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TANG PALACE HOTEL, ACCRA - GHANA
- **Ruth Nwibani Sinee**
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- **Babalola Omoniyi Olaoluwa**
DUTY MANAGER
LAGOS CONTINENTAL HOTEL
- **Jennifer Ogonnaya Eze**
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ITALY-DIRECT NIG LTD, ENUGU
- **Samuel Michael Ohue**
PRINCIPAL CONSULTANT
DEE VITALS HOSPITALITY CONSULTING
- **Benard Sunday Ekwunyi**
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CHANNEL VIEW HOTELS CALABAR
- **Samuel Temitope Olagundoye**
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- **Blessing Bamgbopa**
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AVISBEE ENTERPRISES
- **Kwaghaondo Dooshima Vivian**
OPERATIONS MANAGER
MONTY SUITES UYO, AKWAIBOM STATE
- **Sylvester Yvonne Chidubem**
PRINCIPAL CONSULTANT
EDENSPRIME GLOBAL ENTERPRISE
- **Chinonyerem Afeisume**
SALES & MARKETING MANAGER
OGEYI PLACE HOTEL
- **Linient Onuwa Sarah**
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YELLOW TRUMPET IRIS MAITAMA
- **Tamunotonye G. Douglas**
CONCIERGE SUPERVISOR
SPARKLYN HOTELS AND SUITES PH
- **Deborah Animashaun**
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ABUJA CONTINENTAL HOTEL
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- **Ugberaese Obehi Dorcas**
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ELOMAZ HOTELS LEKKI
- **Ekpeno George Akpan**
GENERAL MANAGER
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- **Nzemeka Happiness**
SALES MANAGER
BW ELOMAZ HOTEL ASABA
- **Uzoma Maryjane Chinwendu**
GENERAL MANAGER
TEN TEN SUITE & APARTMENTS OWERRI, IMOSTATE
- **Elozino Mercy Panama**
- **Ofuokwu Ifeoma Sandra**
SALES AND MARKETING DIRECTOR
GARNET SUITE AND APARTMENT IKEJA LAGOS
- **Deborah Bature Owoeye**
GENERAL MANAGER/ADMINISTRATOR
BAYROYAL INTERNATIONAL LTD
- **Eluwah Prince U.**
GENERAL MANAGER
IBD INTERNATIONAL HOTELS
- **Ogunleye Olalekan Jeremiah**
ASSISTANT IT MANAGER
RADISSON BLU HOTEL LAGOS IKEJA

- **Adaramola Oluwafemi**
MANAGING DIRECTOR
KAJOLA HOTELS AND SUITES, AKURE
- **Eric Usifoh Omoaholo**
LAUNDRY SUPERVISOR
NORDIC HOTEL, LAGOS, NIGERIA
- **Ndukwe Chinomso Ochekwaku**
GENERAL MANAGER
CRESCENT SPRING HOTEL AWKA
- **Adebanjo Samson Adejuyigbe**
OPERATIONS SUPERVISOR
WHITE CORNER HOTEL, AJAO ESTATE, LAGOS
- **Favour Ono**
FOOD&BEVERAGE MULTI OUTLET SUPERVISOR
LAKOWE LAKES HOSPITALITY LIMITED
- **Nnakwe Ogochukwu Theresa**
AUDITOR/ COST CONTROLLER
SPRINGHILL HOTEL AND SUITES
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FOOD & BEVERAGE MANAGER
BEST WESTERN PLUS ELOMAZ HOTEL, ASABA
- **Fidelis Iheanacho**
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NOSTALGIA LAGOS
- **Oduwole Olumide Oluwatobiloba**
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- **Ilevbaogun James**
HOUSEKEEPING AND LAUNDRY SUPERVISOR
IBD INTERNATIONAL HOTEL S OGUN STATE
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HINSTOCK HOTEL
- **Josephine Ayaeyo**
MANAGING DIRECTOR
JONEL HOTEL SUPPLIES
- **Okoi Joseph Eteng**
STORE PROCUREMENT
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- **Anolue Isioma Vivian**
FOOD & BEVERAGE SUPERVISOR
XPLORE HOTELS & SUITES, ASABA.
- **Joy Nneka Peters**
HUMAN RESOURCES MANAGER
SPRINGHILL HOTEL AND SUITES
- **Oresajo Olumide Samuel**
GROUP HUMAN RESOURCES MANAGER
CLASS SUITES HOTEL AND APARTMENTS
- **Ayotunde David Ogunlade**
HOUSEKEEPING SUPERVISOR
NORDIC HOTEL LAGOS NIGERIA
- **Kofoworola Kolawole**
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PEER LTD
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MOHIT HOTEL AND SUITES
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FINANCIAL CONTROLLER
SPRINGHILL HOTEL & SUITES, ASABA
- **Blessing Salami**
GUEST SERVICE AGENT
ELOMAZ HOTELS LIMITED, ABUJA
- **Marvellous Okocha**
GENERAL MANAGER
FELISON HOTEL
- **Tanha Ozoulou Vince**
GROUP CHIEF SECURITY OFFICER
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- **Chika Odeke Evelyn**
ZONAL MANAGER
FIVECLOVERS INN HOTEL LTD
- **Mosi Udoka Peace**
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SPRINGHILL HOTEL AND SUITES
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A professional portrait of Amb. Oluwashola Johnson, a woman with long, straight, light brown hair, smiling at the camera. She is wearing a dark brown blazer over a white top with a lace collar. The background is a plain, light grey.

Amb. Oluwashola Johnson

MANAGING DIRECTOR, BANKS LUXURY SERVICED APARTMENTS LTD. (BLSA)

Amb. Oluwashola Johnson is the Managing Director of Banks Luxury Serviced Apartments Ltd (BLSA), the flagship hospitality brand of the Banksome Group of Companies, Lagos. A Certified Hotel Administrator (CHA, AHLEI), she holds an Honorary Doctorate from CILMMD UK and is a published author, and West Africa Youth Council Ambassador. With nearly a decade of leadership experience in premium serviced

apartment operations, she is recognised for building high-performing teams, driving service excellence, and advancing hospitality standards across Nigeria. She is the founding Chair of the Serviced Apartments and Short-Let Guild of Nigeria (SASGN), committed to professionalising the sector and shaping the future of hospitality across Africa.

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A portrait of Salome Danjuma, a woman with a short, dark haircut, wearing a dark blue top and a small pearl earring. She is looking slightly to the right with a calm expression. The background is a solid dark grey.

Salome Danjuma

FOOD, BEVERAGE & SPA MANAGER
THE WHEATBAKER HOTEL, LAGOS

Salome Danjuma is a Nigerian hospitality leader shaping the future of luxury through wellness, culture, and experience design.

She currently serves as Food & Beverage and Spa Manager at The Wheatbaker, Lagos, where she oversees multi-outlet dining and wellness operations, bringing a holistic approach to how guests eat, rest, and feel. Her work focuses on integrating nutrition, sensory environments, and therapeutic experiences into the core of hospitality.

With an MSc in Hospitality Management from

Switzerland, Salome combines global exposure with a deep commitment to African identity and storytelling, exploring how indigenous ingredients, rituals, and design can elevate modern luxury experiences.

She is passionate about mentoring aspiring hospitality professionals and shares insights on building meaningful, future-facing careers in the industry.

Her vision is to position African hospitality as a global reference point for wellness-led luxury.

A portrait of Chukwudimma Ezembamalu, a man with a beard and glasses, wearing a dark blue suit, white shirt, and blue tie. He is looking directly at the camera against a teal background.

Chukwudimma Ezembamalu

DIRECTOR: HOSPITALITY, FUEL & GAS
(KEY ACCOUNT MERCHANT) OPAY

Chukwudimma Ezembamalu is a seasoned payment industry expert with over 5 years of experience in driving payment acquiring solutions, currently serving as Director of Payment Acquiring at OPay. His primary focus areas include Hospitality industry, Fuel and Gas Industry and Consumer Electronics industry.

With an impressive 15+ years of experience spanning banking, pharmaceutical, and Fast-Moving Consumer Goods (FMCG) sectors, Chukwudimma brings valuable

insights and expertise to the payment landscape. His diverse background enables him to navigate complex industry requirements, fostering innovative payment solutions. He has successfully delivered bespoke industry solutions enhancing user experience and driving business growth for tier 1 industry players.

As a forward-thinking leader, Chukwudimma is dedicated to revolutionizing payment systems, enhancing user experiences, and promoting financial inclusion.

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6

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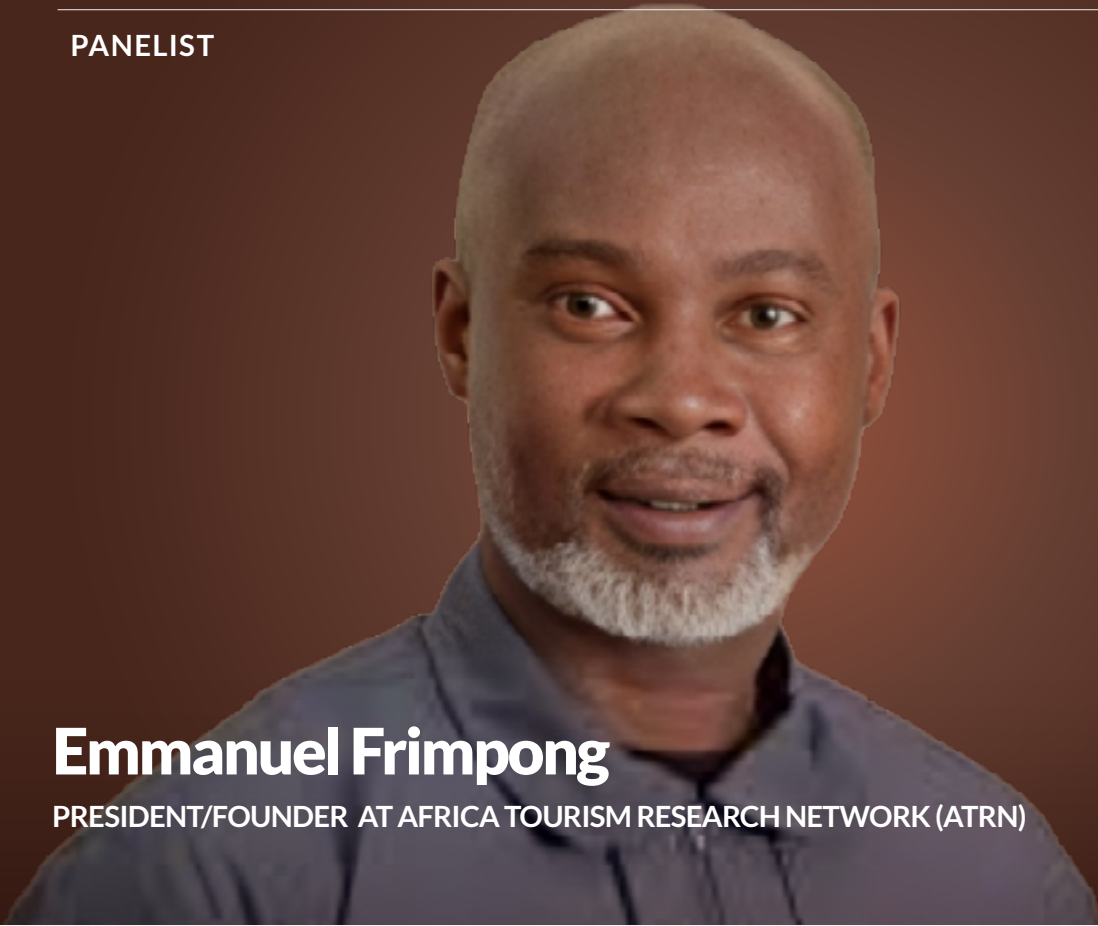
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Emmanuel Frimpong

PRESIDENT/FOUNDER AT AFRICA TOURISM RESEARCH NETWORK (ATRN)

Emmanuel Frimpong is a distinguished Ghanaian tourism and hospitality consultant, researcher, educator, and policy advocate. He is the President and Founder of the Africa Tourism Research Network (ATRN), a pan-African civil society organization dedicated to advancing tourism research, policy development, innovation, and sustainable tourism across the continent. Through ATRN, he has championed evidence-based tourism development, professional collaboration, and capacity building.

With an accomplished career spanning tourism consulting, academia, and strategic leadership, Emmanuel serves as a Lecturer at the Hotel, Catering and Tourism Training Institute (HOTCATT) under Ghana's Ministry of Tourism, Arts and Culture. He is also Vice President and Co-Founder of the Africa Medical Tourism Council (AMTC) and Chief Executive Officer of Pishon Consult Ltd., with previous leadership roles including Executive Secretary of the Ghana

Tourism Federation (GHATOF).

A passionate advocate for sustainable tourism, youth empowerment, and tourism education, Emmanuel has contributed to tourism policy, curriculum development, destination marketing, and research across Africa. He is a respected speaker at international conferences and provides expert insights on tourism, hospitality, and economic development through industry platforms.

He holds an MBA in Corporate and International Finance from the University of Leicester, United Kingdom, a Bachelor of Arts in Social Sciences from Kwame Nkrumah University of Science and Technology (KNUST), a Diploma in Hospitality Management, and professional certifications in tourism and leadership. He continues to promote innovation, sustainability, and excellence across Africa's tourism and hospitality ecosystem.

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Why reducing customer effort, not exceeding expectations, is the real driver of loyalty

Customer service has been around for a very long time. Two clicks from the internet will take you straight to a letter from Mr. Elliot to a real company about a missing hat in 1909.

Brief history. In the 1940s customer service was all about standards. The first meeting of the International Organization for Standards was held in London in 1940 and it was all about standards. Roll on to the 1980s and service became all about quality. In the 90s, the service buzzword was loyalty with companies trying to reward us all for spending money with them.

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You might remember Tesco were the first to launch their loyalty card in 1994. More recently, phrases like:

- Delighting customers
- Going the extra mile
- Creating moments of truth
- Delivering wow service

have become commonplace.

In fact, in a recent survey by Harvard University, 89% of organizations said that their main customer strategy is to exceed customer expectations or to delight customers.

A portrait of Dr. Ola Awakan, a man with a beard and mustache, wearing a black traditional cap and a grey shirt. He is looking directly at the camera with a slight smile.

Dr. Ola Awakan

**DIRECTOR GENERAL,
NIGERIAN TOURISM DEVELOPMENT AUTHORITY**

Ola Awakan is a multiple award-winning broadcast journalist, dramatist, poet, storyteller, and tourism leader whose work spans media, culture, and the creative industries. In September 2025, he was appointed by President Bola Ahmed Tinubu, GCFR, as the Director-General of the Nigerian Tourism Development Authority (NTDA), where he is driving initiatives to strengthen Nigeria's tourism sector through innovation, strategic partnerships, and global destination marketing.

Before his appointment, Awakan built an outstanding career in broadcast journalism with TVC News, winning the 2022 Nigeria Media Merit Award (NMMA) for TV Production of the Year and receiving an Honourable Mention at the 2023 Diamond Awards for Media Excellence. He is also a two-time Trek Africa TV Reporter of the Year (2019 and 2020), a recipient of the Royal African Award, and was honoured with the Custodian of Culture

Award by Lead City University for his contributions to media and cultural development.

He holds a Bachelor's degree in Mass Communication from Olabisi Onabanjo University, a Master's degree from the University of Lagos, a Doctorate Certificate in Strategic Leadership and Public Resources Management, and a Certificate in Community Journalism from RUDN University, Russia. Beyond journalism, he is an accomplished playwright and author whose award-winning works, including *Echoes of the Drums*, have been staged nationally, alongside numerous other plays, poems, and literary publications.

Recently appointed Board Chairman of the African Travel Commission (ATC), Awakan continues to champion tourism, culture, and the creative economy as catalysts for national development. His leadership combines strategic vision, creativity, and collaboration to position Nigeria as a globally competitive tourism destination.



Barr. Chike Ogeah

M.D. & CEO MAC FOLLYHOSPITALITY LTD.

Chike Ogeah is a 1983 graduate of Psychology and a 1988 graduate of Law, both from the University of Lagos and Barrister at Law in 1990, from the Nigerian Law School. After practicing as a Legal Practitioner for a number of years with SOFUNDE, OSAKWE, OGUNDIPE & BELGORE (Legal Practitioners), he started his own Law practice, OGEAH & CO. (BARRISTERS & SOLICITORS).

With a keen interest in Governance and International relations, Mr. Ogeah moved to work in the Presidency and worked in the National Planning Commission in the capacity of Special Assistant to two Chief Economic Advisers to the President. He later worked as the National Coordinator of the successful, States Economic Empowerment Development Strategy (SEEDS). He proceeded

thereafter to work as a Facilitating Consultant in the Office of the Millennium Development Goals also within the Presidency.

In 2006, he was called upon to head the Federal Government of Nigeria –owned, Skypower Aviation Handling Company Limited, (SAHCOL) as the Managing Director/ Chief Executive Officer. He held this position for four interesting years and judiciously handled the privatization of SAHCOL in 2010, one of the most successful and transparent processes, in the history of the privatization agenda of the Federal Republic of Nigeria.

In 2011, he was called upon to serve as the Commissioner for Information for Delta State under the Dr. Emmanuel Uduaghan, 2011 to 2015 administration. A position he held adeptly and successfully till May 2015.

Mr. Chike Ogeah has attended numerous courses and workshops worthy of note, both locally and internationally and brought his expertise to bear, in all corporate and government positions held throughout his career. He is Chairman and Director of several companies and a member of several professional bodies.

He was until recently the Vice-Chairman of Skyway Aviation Handling Company PLC (SAHCO) and now the Managing Director of Mac-Folly Hospitality Limited, (Owners of the Lagos Marriott Hotel, Ikeja) all within the Sifax Group of Companies. He is also a Director in both Excelerate Energy Resources Limited (ExGas) and Vice Chairman, Paelon Memorial Hospital, Victoria Island, Lagos.

Mr. Chike Ogeah is happily married with three children.

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A portrait of Dr. Ebikaboere (Ebi) Seimodei, a woman with dark, curly hair, smiling. She is wearing an orange and black patterned top. The background is a solid brown color.

Dr. Ebikaboere (Ebi) Seimodei

GENERAL MANAGER, OGEYI PLACE HOTEL PORT HARCOURT

Dr. Ebi is a renowned hospitality executive with over 31 years of global experience across Europe, the Middle East, and Nigeria. She began her career at NICON NOGA Hilton Abuja in 1992 and rose through the ranks to become the first female Hilton leader in West Africa and the first indigenous Director of Operations at Transcorp Hilton Abuja.

After 28 years of outstanding service with Hilton, she retired in 2020 and was appointed Technical Adviser on Hospitality and Tourism to the Executive Governor of Bayelsa State. She also served as Board Chair of AUN Hotel, Conference Centre & Spa, Yola, providing strategic leadership to the institution.

Dr. Ebi is a Fellow of the Hospitality and Tourism Management Association of Nigeria (HATMAN), where she serves as South-South Zonal Chairman, and a Fellow of the Institute

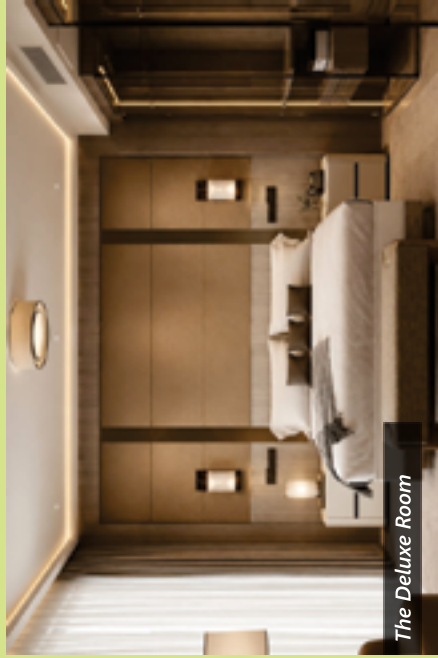
for Tourism Professionals of Nigeria (FITPN). She is also a member of the Nigerian Institute of Management, the National Mirror Committee on Tourism and Related Services, and Women in Business and Tourism.

Her contributions have earned her several prestigious recognitions, including the Icon of Hospitality Award (2023), Tourism 100 Club (2024), Top 100 Abuja Brand Hospitality Icon (2024), and Icon of Vision and Excellence (2021).

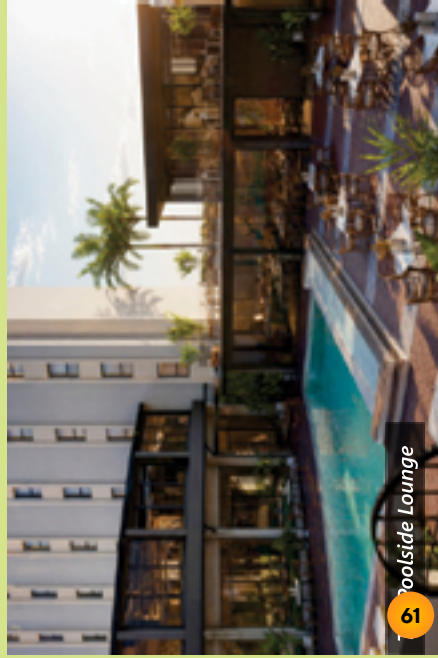
She currently serves as General Manager of Ogeyi Place Hotel, where her leadership has driven remarkable operational transformation and over 100% revenue growth. She holds a bachelor's degree in Sociology, an Honorary Doctorate in Public Administration, and is pursuing a master's degree in Tourism and Hospitality Marketing.



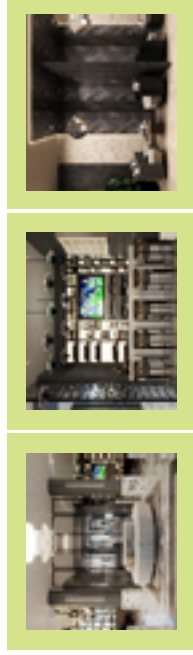
The Orooro Restaurant



The Deluxe Room



Poolside Lounge



Welcome to Ogeyi Place Hotel

Ogeyi Place Hotel is a world-class hotel situated in the semi-residential, semi-business district of Port Harcourt-the New G.R.A. Phase II, and it is anticipated to be the best upper scale hotel in the South-South Region.

The property offers 5 luxurious suites and 81 deluxe rooms equipped with free in-room high speed internet, in-room safe, also offered, a health spa and sauna, and massage, conference and meeting facilities, a restaurant and bar, an outdoor bubbling pool as well as a state of the art business centre and lots more.

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Mrs. Kehinde Daniel FIH, FATHCON, FNHCI

MANAGING DIRECTOR AND CHIEF EXECUTIVE OFFICER
KOTS CATERING NIGERIA LIMITED



Dr. Chef Eric is a renowned hospitality strategist, culinary professional, educator, and industry leader with nearly three decades of experience spanning hospitality operations, consulting, culinary arts, training, and business development. He is the Chief Executive Officer of HoReCaBB Mentors (HM Group) and Chief Faculty of the Hospitality Business School (HBS), Lagos, where he is championing world-class hospitality education and professional development across Africa.

A respected voice in the industry, he serves as President of the Association of Professional Chefs, Nigeria (APCN), Council Member of the Federation of Tourism Associations of Nigeria (FTAN), and Co-Chairman of the Nigerian Chef Education Council (NCEC). He is also a Fellow of the Hospitality and Tourism Management Association of Nigeria (HATMAN) and the Africa Institute of Public Administration (AIPA), and an active mentor with the Tony Elumelu Foundation (TEF). His expertise has earned him international certifications from leading organizations, including Prometric (USA), the National

Restaurant Association (USA), and GFI (USA).

Dr. Chef Eric's contributions to hospitality have received global recognition. He was named among the 100 Most Powerful People in Africa's Travel & Hospitality by the International Hospitality Institute (USA), one of the 50 Men in Hospitality & Tourism in Africa by Hospitality Awards Africa, and was inducted into the Hospitality Hall of Fame in Ghana. He is also a recipient of the Legacy Award Africa and the Unconventional Entrepreneur Award.

Driven by a passion to transform hospitality education and elevate industry standards, Dr. Chef Eric founded HM Group and pioneered the establishment of the Hospitality Business School, Lagos—West Africa's first state-of-the-art hospitality business school. Under his leadership, HBS has earned multiple international awards and continues to shape the next generation of hospitality professionals while supporting the growth of successful hospitality brands across Africa.

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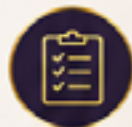
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- Free high-speed wireless internet.
- To keep in shape & get the heart pumping our gym and two swimming pools will be the ideal place to enjoy.
- interlocked secure car parking facilities is designed to meet our guests' comfort.
- Our hotel is recognized for its dedication to consistently offer Personalized Guest Service.

Meetings and Events

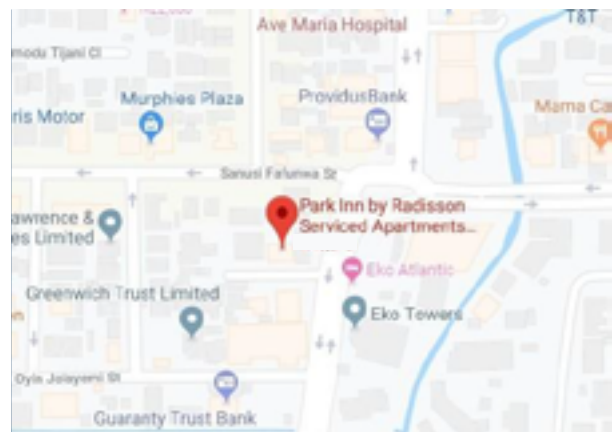
- Our hotel is equipped with 4 modern conference facilities each seating between 20 to 80 delegates in cinema-style, 15 to 60 in other seating arrangements.

Host your next meeting or event at our hotel. We offer state-of-the-art technology in all our conference rooms. For smaller gatherings, our private boardroom is the perfect space. Contact our dedicated staff to find out about meeting packages, customized menu choices, and other flexible solutions for your event.

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- 15km to the Beach
- 15km to malls and cinema house.
- 13km to Lekki Conservation Centre.
- 5 km to Muson Centre



A portrait of Ahmed Raza, a man with dark hair and glasses, wearing a dark suit, white shirt, and a patterned tie. He is looking directly at the camera with a neutral expression. The background is a soft, out-of-focus grey.

Ahmed Raza

DISTRICT DIRECTOR, NIGERIA,
RADISSON HOTEL GROUP AND GENERAL MANAGER,
RADISSON BLU ANCHORAGE HOTEL, LAGOS, VICTORIA ISLAND.

Ahmed Raza is a seasoned hospitality executive with over two decades of international experience, he oversees Radisson Hotel Group's operations across its portfolio in Nigeria, driving operational excellence, guest satisfaction, commercial performance, and strategic growth. He was appointed District Director in 2024, expanding his leadership responsibilities beyond the flagship Radisson Blu Anchorage Hotel.

Ahmed began his hospitality career with Hilton in Houston, Texas, before holding leadership positions with globally recognized brands including Marriott International, Accor, and the InterContinental Hotels Group (IHG). Prior to joining Radisson Hotel Group in 2017 as Executive Assistant Manager at Radisson Blu Anchorage Hotel, Lagos, he served as Director of Food & Beverage and Acting Hotel Manager with IHG, building extensive expertise in hotel operations, food and beverage management, revenue optimization, and guest experience.

Since assuming the role of General Manager in 2020, Ahmed has led the Radisson Blu Anchorage Hotel through a period of sustained operational success, championing the Radisson Hotel Group's "Yes I Can!" service philosophy while fostering innovation, talent development, and service excellence. His leadership has contributed significantly to strengthening the Radisson brand's presence and reputation within Nigeria's hospitality industry.

Ahmed holds a Bachelor's Degree in Hotel and Restaurant Management from the Conrad N. Hilton College, University of Houston, and has completed executive programmes in pricing strategy and restaurant management. Widely respected for his people-first leadership style and strategic vision, he remains committed to developing high-performing teams, elevating guest experiences, and advancing hospitality standards across Africa.



Dr. Badaki Aliyu Ajayi, Ph.D

PRESIDENT, FEDERATION OF TOURISM ASSOCIATIONS OF NIGERIA (FTAN)

Dr. Badaki Aliyu Ajayi, Ph.D., is a seasoned hospitality and tourism expert with over 30 years of industry leadership across Nigeria's hospitality industry. A distinguished hotelier, consultant, and educator, Dr. Badaki has consistently demonstrated his expertise in hospitality operations, business development, workforce training, and strategic leadership.

His journey began with a National Diploma and Higher National Diploma in Hotel and Catering Management from the Federal Polytechnic Bauchi, followed by a Postgraduate Diploma in Management from Bayero University Kano, a Master's degree in Recreation and Tourism from Ekiti State University, and a Ph.D. in Hospitality and Tourism Management from Imo State University.

Dr. Badaki's professional journey is marked by his transformation of multiple hotel properties nationwide through Bliss Hospitality Services Ltd., where he serves as Managing Director/CEO. From Royal Tropicana Hotels

to Edgedrive Hotel, Nugget Hotels, and Kapital Klub & Apartments, etc, his touch has brought about remarkable operational turnarounds and revenue growth. His expertise spans recruitment, training, general hotel setup, operations management, and business consulting.

He was the Chairman, FCT chapter of HATMAN, the National President of HATMAN, and currently the Board of Trustees Chairman of the Hospitality and Tourism Management Association of Nigeria (HATMAN). He later became the FTAN Vice President, FCT Zone; the 2nd Deputy President of FTAN, then 1st Deputy President of FTAN and currently, The President of the Federation of Tourism Associations of Nigeria (FTAN).

His contributions to academia and professional mentoring include serving as an External Examiner to several polytechnics and delivering lectures and training across institutions like Federal University of Agriculture, Abeokuta, Afe Babalola University, Dorben Polytechnic, and Plateau State Polytechnic.

Dr. Badaki's passion extends to community service, where he has empowered youth and enhanced local development in his hometown, Iyara, Ijumu, Kogi State through borehole projects, entrepreneurship training, and leadership roles within the Iyara Development Association.

His career reflects unwavering dedication to elevating standards in hospitality, mentoring the next generation, and advocating for professional excellence across Nigeria's tourism sector.

He is happily married with children and resides in Abuja.

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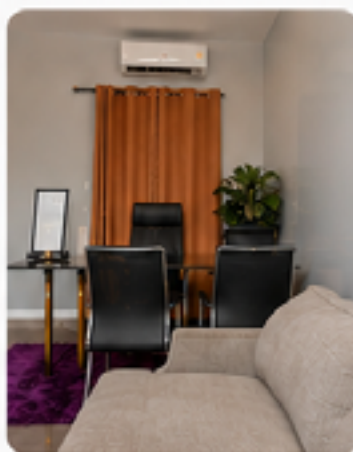
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Dr. Chef Eric Mekwuye

CEO, HOSPITALITY BUSSINESS SCHOOL, LAGOS STATE

Dr. Chef Eric is a renowned hospitality strategist, culinary professional, educator, and industry leader with nearly three decades of experience spanning hospitality operations, consulting, culinary arts, training, and business development. He is the Chief Executive Officer of HoReCaBB Mentors (HM Group) and Chief Faculty of the Hospitality Business School (HBS), Lagos, where he is championing world-class hospitality education and professional development across Africa.

A respected voice in the industry, he serves as President of the Association of Professional Chefs, Nigeria (APCN), Council Member of the Federation of Tourism Associations of Nigeria (FTAN), and Co-Chairman of the Nigerian Chef Education Council (NCEC). He is also a Fellow of the Hospitality and Tourism Management Association of Nigeria (HATMAN) and the Africa Institute of Public Administration (AIPA), and an active mentor with the Tony Elumelu Foundation (TEF). His expertise has earned him international certifications from leading organizations, including Prometric (USA), the National

Restaurant Association (USA), and GFI (USA).

Dr. Chef Eric's contributions to hospitality have received global recognition. He was named among the 100 Most Powerful People in Africa's Travel & Hospitality by the International Hospitality Institute (USA), one of the 50 Men in Hospitality & Tourism in Africa by Hospitality Awards Africa, and was inducted into the Hospitality Hall of Fame in Ghana. He is also a recipient of the Legacy Award Africa and the Unconventional Entrepreneur Award.

Driven by a passion to transform hospitality education and elevate industry standards, Dr. Chef Eric founded HM Group and pioneered the establishment of the Hospitality Business School, Lagos—West Africa's first state-of-the-art hospitality business school. Under his leadership, HBS has earned multiple international awards and continues to shape the next generation of hospitality professionals while supporting the growth of successful hospitality brands across Africa.

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Dr. Morenike George-Taylor

PRESIDENT, RESTAURANTS, CAFES, BARS
AND CLUBS ASSOCIATION OF NIGERIA (RCBCA)



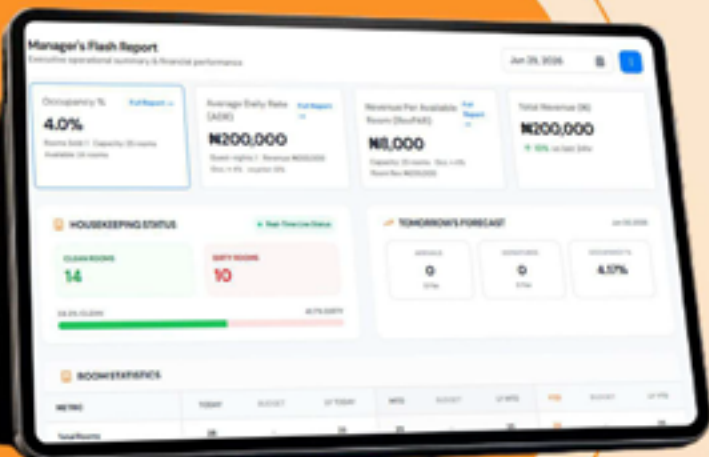
Dr. Morenike is the President of the Restaurants, Cafes, Bars and Clubs Association of Nigeria (RCBCA), where she provides strategic leadership for one of Nigeria's most influential hospitality industry bodies, championing policy reforms, business growth, and the sustainability of enterprises within the hospitality and entertainment ecosystem. She is also the Group Managing Director of 355 Group, a multinational conglomerate with interests spanning hospitality, hotels, restaurants, and other business sectors across West Africa.

A trained lawyer, Certified Data Management Professional, Disciplined Agile Scrum Master, and professional trained in financial risk fundamentals, she brings a unique blend of legal, operational, and technical expertise to executive leadership. Her career includes the successful launch of several world-class hotels, leadership roles across hospitality, telecommunications, and professional services, and public-sector service overseeing telecommunications tax collection in Osun State, where she strengthened

revenue administration and compliance.

In recognition of her contributions to business, hospitality, and leadership, she has been awarded an Honorary Doctorate Degree and appointed to the Board of Directors of the Hospitality and Tourism Sector Skills Council under the National Institute for Hospitality and Tourism (NIHOTOUR), where she contributes to workforce development and capacity building within Nigeria's tourism and hospitality sectors.

A respected thought leader and industry influencer, Dr. George-Taylor has been featured in Business Insider, Manila Times, THISDAY, and other leading media platforms for her contributions to business leadership, hospitality development, entrepreneurship, and women's advancement. Passionate about women's empowerment, sustainable development, and impact-driven investment, she continues to shape policy, drive innovation, and advance hospitality and enterprise in Nigeria and beyond.



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A portrait of Rita Opiah, a woman with long dark hair, wearing a white top, with her hands clasped in front of her. The background is dark.

Rita Opiah

GENERAL MANAGER, PARK INN BY RADISSON

Rita is an accomplished hospitality executive with over 18 years of leadership experience spanning hotel operations, commercial strategy, business development, and organizational transformation across Africa's hospitality industry. She has held senior leadership roles with globally recognized brands, including Protea Hotels by Marriott, Bon Hotels, and Radisson Hotel Group.

Rita made history as the first Nigerian female General Manager within Radisson Hotel Group, where she successfully led the launch and operations of Park Inn by Radisson Serviced Apartments, Lagos Victoria Island. Under her leadership, the hotel achieved approximately 90% revenue growth over four years, consistently exceeded Gross Operating Profit targets by at least 25% annually, and earned recognition as the only Radisson Hotel Group property in

Africa to surpass its Gross Operating Profit budget during the COVID-19 pandemic.

She holds a Bachelor's degree in Marketing from Enugu State University and a Master's degree in International Relations from the University of Lagos. Known for building high-performing teams, developing talent, and driving operational excellence, Rita is passionate about creating sustainable business growth while mentoring the next generation of hospitality leaders.

Her contributions have earned international recognition, including being named among Africa's Top 100 Female Hospitality Professionals. She is also a nominee for the Most Influential People of African Descent (MIPAD) – Most Influential Class of 2026, Global Top 100 Travel, Tourism and Hospitality Edition, recognizing her outstanding impact on the global hospitality and tourism industry.

Akintunde Adeshina Adekunle (ChefShine)

LEAD CHEF DGOURMETBYCHEFSHINE RESTAURANTS
CEO LAGOONVIEW HOTELS & RESIDENCE



Chef Shine Akintunde, MCFP, is a UK-trained Gourmet Chef, entrepreneur, culinary innovator, and Master Certified Food Professional with over two decades of experience in the global hospitality industry. He serves as a Board Member of the Association of Professional Chefs Nigeria (APCN) and is the CEO of LagoonView Hotels & Residence and Lead Chef of DGourmetbyChefShine Restaurant, where he continues to redefine dining experiences through creativity, precision, and culinary excellence.

With extensive expertise in hospitality operations, Chef Shine has led food production for luxury hotels, multiple restaurant outlets, banquets, and large-scale events. Renowned for developing innovative menus, maintaining world-class food safety standards, and delivering exceptional culinary experiences, he has held strategic leadership positions including Executive Culinary Director, Group Executive Chef, Consultant Executive Chef, Development Chef, and Brand Ambassador for

globally recognized brands such as Nestlé Maggi.

Originally trained as a Certified Accountant, Chef Shine pursued advanced culinary education in Nigeria, the United Kingdom, and the United States, building a unique blend of business acumen and culinary expertise. His career spans hotel pre-openings, international conferences, hospitality consulting, and high-profile culinary projects across Nigeria.

A passionate mentor and seasoned trainer, Chef Shine is a Faculty Member at the prestigious Hospitality Business School, where he develops the next generation of hospitality professionals. He has partnered with leading brands including Heineken and Maltina, served as Lead Judge for major culinary competitions, including the Queen Nigeria Beauty Pageant Cooking Show, and continues to shape Nigeria's hospitality industry through innovation, leadership, and an unwavering commitment to excellence.



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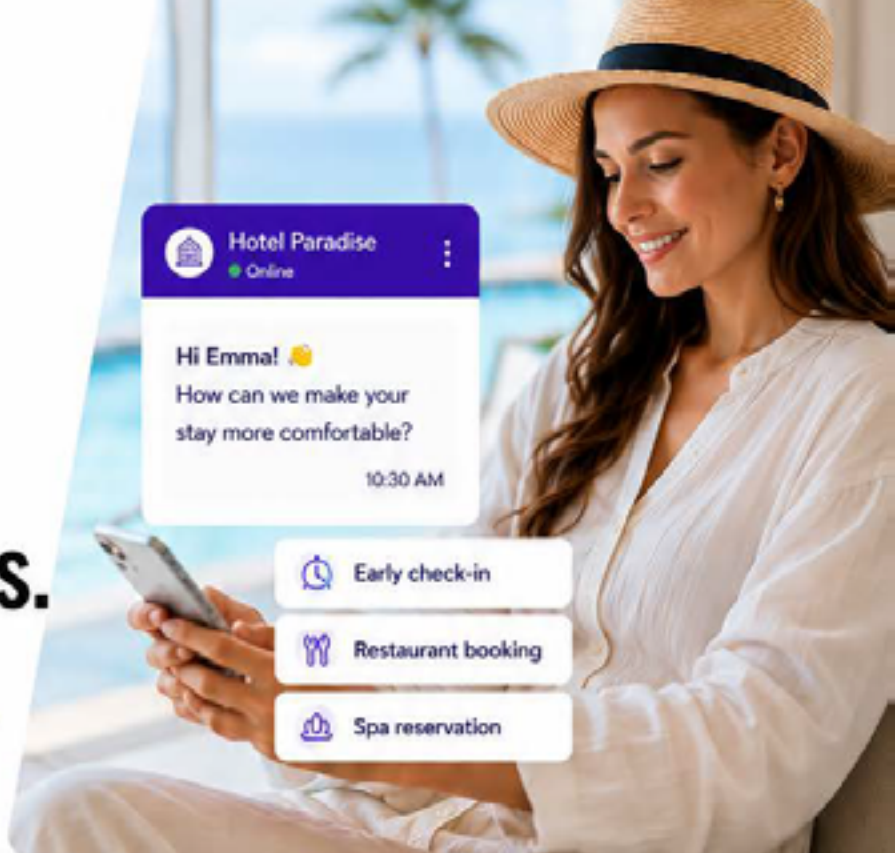
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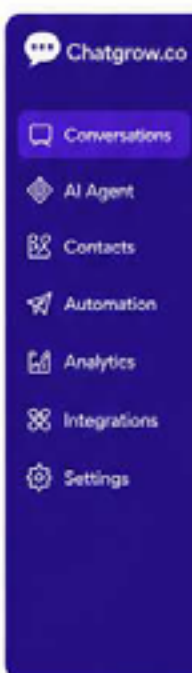
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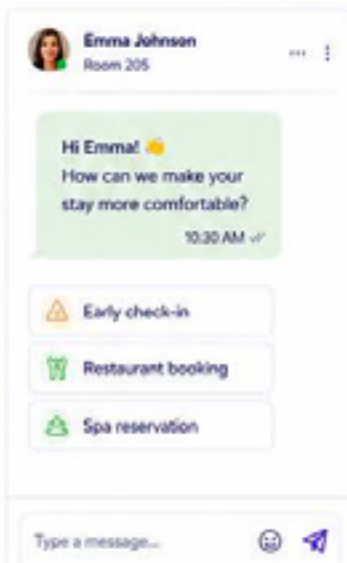


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Conversations

Open	Newest
 Emma Johnson Room 205 Early check-in	10:30 AM
 James Smith Room 118 Restaurant booking	10:28 AM
 Sophia Lee Room 312 Spa reservation	10:27 AM
 Liam Brown Room 410 Check-out time	10:25 AM
 Olivia Davis Room 102 Thank you!	10:24 AM



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A professional headshot of Sunday Omogoye Sampson, a Black man with a short beard and mustache, wearing a light-colored patterned suit jacket, a white shirt, and a grey tie. He is looking directly at the camera with a slight smile. The background is a neutral, light grey.

Sunday Omogoye Sampson

HOTEL MANAGER, EBONYLIFE PLACE, LAGOS

Sampson Sunday Omogoye (SOS) is an award-winning hospitality consultant, speaker, facilitator, and one of Nigeria's respected voices in hotel operations, pre-opening consulting, hospitality training, and revenue optimization. With over 18 years of experience spanning boutique, luxury, and business hotels, he has built a reputation for driving operational excellence, revenue growth, brand visibility, and service standards across Nigeria's hospitality industry.

Throughout his career, Sampson has held leadership roles in hotel operations, revenue management, online travel and digital marketing, hotel pre-openings, and hospitality training, with a strong focus on guest experience, amenities, and standard operating procedures. His professional journey includes working with renowned hospitality brands and properties such as White Orchid Hotel, The George Hotel, Royal Residences,

Protea Hotel by Marriott, and Art Hotel. As the Lead Consultant of Starfield Hospitality, founded in 2019, he has played strategic roles in the successful opening and repositioning of hospitality brands including The Civic Center Hotel, Chrome Hotel, Movela, Kaashmeen Hotel, Ralphnest Hotel, and Adaline Lagos. He has also facilitated hospitality training and consultancy for organizations such as De Signature Tower Ibadan, Isimi Lagos, Footprint Apartments, Abiss Suites, Le'Ola Hotel, and Lagos Airport Hotel.

A recipient of several industry accolades, including recognitions from Hospitality Awards Africa, Hotel Expo, and Booking.com in 2025, Sampson is widely admired for his practical teaching style. His hospitality insights and educational content reach over 40,000 professionals monthly across LinkedIn and Facebook, making him a trusted mentor and influential voice in the industry.

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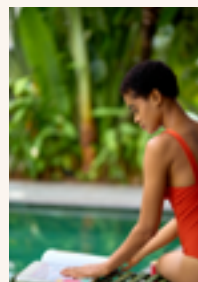
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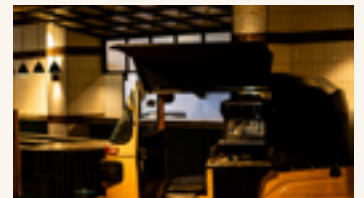
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Ugochukwu Nelson Njoku

SALES MANAGER, NORDIC HOTEL, LAGOS

Ugochukwu Nelson Njoku is a hotel commercial leader with over 13 years of progressive experience driving revenue growth, commercial strategy, sales leadership, marketing, and business development across Nigeria's boutique and luxury hotel sector.

He has built a reputation for delivering sustainable business growth by increasing occupancy, strengthening corporate market share, optimizing revenue performance, and developing high-performing commercial teams. His expertise spans hotel sales, commercial strategy, revenue management, business development, brand positioning, key account management, and customer relationship management.

Early in his career, Ugo had the privilege of learning under the mentorship of a globally

accomplished hotel executive whose leadership experience spanned multiple international markets and luxury hotel environments. That foundation instilled in him the discipline of strategic selling, commercial excellence, creative thinking, and the relentless pursuit of higher standards—principles that continue to shape his leadership philosophy today.

Ugo's leadership philosophy is rooted in emotional intelligence, structured execution, and people-centered accountability. He believes an organization's greatest competitive advantage lies in its people and is passionate about building workplace cultures founded on trust, collaboration,

continuous learning, and measurable performance. His approach balances commercial excellence with purposeful leadership, empowering teams to achieve exceptional results while creating lasting value for guests, employees, and stakeholders.

He holds a Master's degree in Transportation Planning & Management and has further strengthened his commercial expertise through internationally structured professional training aligned with globally recognized vocational standards.

As a panelist at the Hotel Managers Conference Africa 2026, Ugo brings practical insights drawn from over a decade of hotel commercial leadership. He is passionate about developing future hotel leaders and advancing leadership, service excellence, and commercial innovation across Africa's hotel industry.

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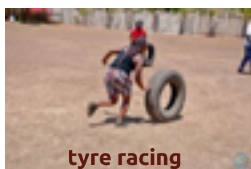
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A portrait of Lydia Akunja, a woman with brown braided hair, wearing glasses and a blue top, smiling. The background is white.

Lydia Akunja

LECTURER, DEPARTMENT OF HOSPITALITY & EVENTS
MANAGEMENT AT MOI UNIVERSITY, KENYA

Lydia Akunja is a hospitality management scholar, educator, researcher, and industry professional with a distinguished record of advancing excellence in hospitality education, research, and professional practice. She is a Lecturer in the Department of Hospitality and Events Management at Moi University, Kenya, where she is committed to developing industry-ready graduates through innovative teaching, applied research, and strong partnerships with the hospitality sector.

With extensive experience in hospitality operations, hotel management, events management, customer experience, and hospitality facilities and property management, Lydia brings a balanced perspective that integrates academic scholarship with practical industry expertise. Throughout her career, she has played a pivotal role in coordinating hospitality practical training, mentoring students, supervising internships, and leading academic and professional initiatives

that strengthen the connection between higher education and the hospitality industry.

She has published scholarly work on hospitality branding, sustainable people management, and customer engagement, contributing to evidence-based solutions that enhance organizational performance and service excellence. Lydia is passionate about leadership development, innovation, and sustainable growth within the hospitality industry.

Lydia is recognized for delivering practical, research-informed insights that inspire hospitality professionals, educators, and industry leaders. Her presentations focus on creating exceptional guest experiences, strengthening organizational performance, embracing innovation, and preparing the hospitality workforce for an increasingly dynamic and competitive global environment.



Jorge Erazo

GENERAL MANAGER, LAKEFIELD HOTEL & TOWERS LTD. ABUJA

Jorge is a seasoned hotel executive with over 25 years of hospitality experience across America, EU and Africa. His career spans operations, administration and executive leadership roles including multiple successful pre-opening projects. From boutique hotels to large conference luxury properties, he brings a strong track record in guest satisfaction, team development and business growth.

He holds high industry qualifications in: Hotel Management (Spain), Sls. & Mkt. (USA), Revenue Management (Spain) and Hotel Training and Management by Marriott University (USA).

His international professional appointments include global brands such: Marriott (USA), Wyndham (EU), ONA (Spain), Accor (Rwanda), ONOMO (Rwanda), CS (Uganda), CEIBA (Guinea Bissau). In Nigeria, he has managed and led numerous projects in Lagos, Makurdi and Abuja. Jorge is currently the General Manager of the LAKE GREENFIELD HOTEL in Abuja part of an independent and self successful managed group of hotels with presence in Kano, Yola and other projects in view in the north of the country.



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Goodwill Message

HOTEL MANAGERS CONFERENCE AFRICA

To Our Indefatigable Managing Director,

Mr. Jude Alfred Nwanzuku

On behalf of Elomaz Hotel HMS Cohort 3 and 4, we extend our warmest goodwill message to you as we approach the upcoming Hotel Managers Conference. We are deeply grateful for your visionary leadership and unwavering commitment to excellence, which continue to inspire us in our professional journey.



Your dedication to fostering growth and innovation within Elomaz Hotel Limited has created a thriving environment where managers and staff alike can excel. As cohorts, we are proud to be part of this legacy and remain committed to upholding the values and standards you have set.

We look forward to the conference as an opportunity to learn, share, and further strengthen the bonds that make Elomaz Hotel a beacon of hospitality. May this gathering be a resounding success and a testament to the remarkable strides the organization has made under your guidance.

With sincere appreciation,

Elomaz Hotel HMS Cohort 3 and 4

A portrait of Florence O. Adedayo-Tayo, a woman with dark, wavy hair, wearing red-rimmed glasses and a dark top. She is looking slightly to the right. The background is a blurred indoor setting with a lamp and a bookshelf.

Florence O. Adedayo-Tayo

CEO, PHILOXENIA GLOBAL HOSPITALITY

Florence is a seasoned hospitality management professional, certified consultant, and master trainer with nearly two decades of experience. She is the CEO/MD of Philoxenia Global Hospitality Limited and a training facilitator with organizations including Abuja Chamber of Commerce and Industry (ACCI-BEST) and Edvans Consult Limited.

She holds a National Diploma and Higher National Diploma in Hospitality Management from the Federal Polytechnic Bauchi, a Postgraduate Diploma from the National Institute for Hospitality and Tourism (NIHOTOUR), Abuja, and a Master of Science in Tourism and Hospitality Management from Elizade University, Ondo State. She is currently pursuing a doctoral degree in Hospitality Management.

Passionate about sustainability, customer service, human resource development, and experience

management, Florence specializes in hospitality leadership, emotional intelligence, service excellence, sustainable tourism, food safety, and operational improvement.

A respected speaker, consultant, and facilitator, she is a member of ATHCON, HATMAN, IHTEF, a Certified Professional Management Consultant, and a Fellow of the Institute of Management Consultants Nigeria.

With experience across leading hospitality establishments including Nicon Luxury Hotel Abuja and Abuja Sheraton Hotel, Florence has served as a supervisor, manager, general manager, consultant, and trainer. She is the convener of the Hospitality Beyond Service Summit and the Ladies in Hospitality and Tourism Conference and Awards, championing professional growth and sustainable development in the hospitality industry.

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02

LEARNING CULTURE TRANSFORMATION FOR HOSPITALITY BUSINESSES

Moving Organizations From Adhoc training
to intentional learning systems.

03

LEARNING EXPERIENCE DESIGN (LXD)

Designing engaging, learner-centred training
experiences that improve knowledge retention,
skill application, and on-the-job performance.

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SCAN
ME





Justina Ovat

LEAD CONSULTANT,
THE SERVICECRAFT COMPANY

Justina Ovat is a seasoned Learning and Development specialist with over a decade of experience in hospitality and academia, specializing in learning experience design and organizational performance. She holds a Master Certificate in Hospitality Management from Cornell University's School of Hospitality Administration and is a Certified Hospitality Trainer from the American Hotel and Lodging Educational Institute. She has also completed an E-Learning Training Program in Instructional Design, Gamification, and the use of Articulate Authoring Tools (Rise and Storyline).

She's a Customer Experience Specialist (CXS)™ from Customer Service University, and also holds certificates in the Strategy in Action course, Metric & Analysis course, Culture & Accountability course, Improvement & Design course, Voice of the Customer & Intelligence course as part of the Customer Experience Specialist (CXS)™ Certification Program.

She is currently pursuing a second Master's degree in Curriculum and Teaching, further strengthening her expertise in learning design, educational effectiveness, and

workforce development.

As Lead Consultant at The ServiceCraft Company Ltd, she leads consultancy engagements that diagnose gaps and implement structured learning interventions. Her expertise spans competency-based training, curriculum design, and service excellence systems. She delivers measurable value by aligning learning with business outcomes, building internal capacity through train-the-trainer models, and embedding customer-centric standards.

Her strategic, systems-driven approach makes her a trusted partner for organizations seeking sustainable performance transformation and high-performing, service-driven teams.

She is the 2nd Deputy President of the Federation of Tourism Associations of Nigeria (FTAN), Vice President (Tourism) of the Calabar Chamber of Commerce and a Senior Assistant Registrar in the University of Calabar.

She's author of 3 books; My Hospitality, The Service Innovator's Handbook and Wow Moments.

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