Minutes of the Institute of Hospitality Nigeria Region
Annual General Meeting
Held at Radisson Blu Anchorage, Victoria Island. Lagos
on Thursday, 27th February, 2025.

Attendees

1. **All Executive Committee Members**
2. **IOH Members Platform**
3. **General Public**

Agenda Item 1.
Call to Order, Protocol and Welcome Speech

The Moderator, Ololade Udabor, facilitated the call to order promptly at 10AM. She established all protocols by recognisisng VIPs present with a promise to recognise the others as they arrive especially the Lagos State Commissioner for Tourism, Arts and Culture, Mrs. Toke Benson-Awoyinka as soon as she arrives. She specially mentioned the major corporate sponsors of the year which included the MEGA HORECA, ELAN EXPO Organisers and Radisson Blu Anchorage, Victoria Island.

Agenda Item 2.
Regional Chairman's Welcome Remark
Olufemi Falebita MIH (Regional Chairman, IOH Nigeria)

All attendees, including IOH executives, partners, and stakeholders, were warmly welcomed, with special recognition given to ELAN Expo and Radisson Blu Anchorage for their support. The address highlighted the need for leadership rooted in sacrifice and a strong commitment to mentoring emerging professionals.
The theme, Uplifting Professionalism, was presented as a call to uphold global standards, enhance food service hygiene through a silver service demonstration, and embrace the role of artificial intelligence in the industry. It was also noted that all 2025 events will feature CPD-annotated topics with certification to promote continuous professional development.

Agenda Item 3.
Goodwill Speech 1
Mrs Toke Benson- Awoyinka
Commissioner for Tourism Arts and Culture, Lagos State.

The Commissioner for Tourism, Arts and Culture, Lagos State, commended the Institute for its unwavering commitment to uplifting professionalism within the industry, acknowledging its hard work and dedication to excellence. She reiterated the critical role of professionalism as a foundation for sustainable growth, while affirming the Lagos State Government's commitment to supporting the hospitality sector.

She further noted that meeting constantly evolving customer expectations require continuous upskilling, CPD training, and strict adherence to best practices. In line with this, the government remains supportive of, and actively encourages investment in tourism and hospitality, particularly in areas of training and human resource development.

Goodwill Speech 2
Alh. Gbenga Sunmonu
President, Nigeria Hotel and Catering Institute

Alhaji Gbenga Sunmonu, President of the Nigeria Hotel and Catering Institute noted that, established over 40 years ago, NHCI remains the oldest indigenous hospitality membership organization in Nigeria. He highlighted a persistent management gap within the industry, pointing out that many hotels are being run by individuals without formal hospitality training.

He also emphasised NHCI's ongoing collaboration with IOH, particularly in the area of CPD training and the exchange of ideas, fostering mutual growth and strengthening professional standards across the industry.

Goodwill Speech 3
Speech of General Manager of Ministry of Environment, Lagos State Environmental Protection Agency, LASEPA.

Mr. Lanre Amoda spoke on behalf of the General Manager of LASEPA, he described the hospitality industry as a vital driver of Nigeria's economy, particularly in its contribution to foreign exchange earnings. He highlighted key inadequacies within the sector, especially around ethical conduct and integrity, noting that these gaps must be addressed to sustain growth.

He further stated that the integration of technology would significantly enhance industry development, while emphasising the critical need for continuous training to bridge existing gaps and strengthen overall standards.

Agenda Item 4.
Review and Adoption of 2024 AGM Minutes

The minutes of the 2024 AGM were presented by Chibuikem Diala (Regional Treasurer), capturing key decisions and reports from the previous meeting. A motion for adoption of the minutes was moved by Mr. Sunday Olugbenga and seconded by Dr. Akerele, after which the minutes were duly approved.

Agenda Item 5.
Financial Report

Chibuikem Diala, the Regional Treasurer, reported that IOH Nigeria had a financial balance of **₦256,000** at the time of transition to the current leadership and confirmed that the Institute is not indebted to any external party. He clarified that previous financial obligations were settled through personal contributions from former chairpersons.

Further discussions provided clarity on outstanding commitments which reinforced the importance of maintaining financial sustainability for the Institute's continued growth and stability.

Agenda Item 6.
Matters Arising

A member raised concerns about the complexity of the membership process and requested that the Institute explore simpler alternatives, to which the Chairman responded that the matter is currently being reviewed. Another member noted that he had not received his paraphernalia and was advised to follow up with the Secretary or Membership Officer for resolution.

The Chairman also highlighted that IOH offers funded membership opportunities to qualified applicants and encouraged attendees to visit the Institute's website for further information.

Agenda Item 7.
Election of General Secretary

The Chairman expressed appreciation to the outgoing General Secretary, Mr. Christopher Mekwunye, for his personal sacrifices both materially and financially, as well as his strategic contributions toward shaping the Institute's direction for 2024 and beyond. He further emphasised the importance of building for posterity and carrying out all responsibilities with integrity.

He subsequently announced Mr. Olufemi Olowoyo as the new General Secretary of IOH Nigeria, following his unopposed election. Mr. Olowoyo, in his acceptance remarks, pledged to uphold the tenets of the organisation, work diligently to enhance excellence in customer experience, and remain committed to advancing industry growth, uplifting professionalism, and strengthening collaboration among stakeholders.

The Chairman requested the members of the Regional Committee to wait to ratify the election of the General Secretary.

Agenda Item 8.
CPD Activity. Demonstration of Silver Service

Olufemi Falebita MIH, Regional Chairman of IOH Nigeria, engaged participants by inviting an attendee to share her experience relating to improper food hygiene. He emphasised the critical importance of maintaining high food hygiene standards and proceeded to demonstrate the spoon and fork technique used in silver service.

Mr. Femi of KOTS Catering, reinforced the discussion by stressing the need for strict adherence to proper hygiene practices. He further highlighted the importance of applying correct techniques in silver service to ensure professionalism and consistency in Food Service delivery.

Agenda Item 9.
CPD 2024 Certifcate Award
The Moderator, Lola Udabor, announced that 2024 CPD Certificate Awards were ready for collection and called recipients to receive their certificates. The Commissioner of Tourism, Arts and Culture, Lagos State and Members of IOH Nigeria congratulated the awardees and took pictures with them.

Agenda Item 10.
Vote of Thanks and Closing Remarks
Mrs. Koya Amiegbe

Mrs. Amiegbe expressed appreciation to the Corporate Sponsors Radisson Blu Anchorage, for their continuing support. She also thanked the Commissioner for Tourism, Arts and Culture, Lagos State for her dignified presence and other government dignitaries present at the meeting. She acknowledged both current and prospective members of the Institute, briefly highlighting the benefits of membership.

The meeting was officially adjourned after a motion for this was seconded by Dr. Akerele at 12:37pm. Lunch was served afterwards.