



**Your Strategic Partner in  
Building a World-Class  
Workforce**

# About ServiPro

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**Prosperar Development Consulting Limited** has launched a new business line, **ServiPro**, delivering professional training programs designed to meet the evolving needs and standards of the **global service industry**.

We provide **world-class training** aligned with **international service standards** to develop **highly skilled service professionals**, prepared to excel **both locally and globally**.

## Mission

To elevate service delivery standards by equipping individuals, especially women and youth, with the skills and professionalism needed to excel in the global services industry

## Vision

To become the leading provider of service excellence training across Africa

# Our Services



## Customer Service Mastery

**World-Class Training for Service Professionals** - International-standard programs designed to sharpen service excellence, perfect for those in hospitality or anyone entering the service industry. Equip yourself or your team with the skills to stand out.

## Corporate Training Solutions

**Custom Training for Customer-Facing Teams** - Tailored upskilling programs that boost professionalism, empathy, and efficiency in frontline staff, because your brand is only as good as your customer experience.

## Industry-Certified Credentials

**Credentials That Open Doors** – Providing industry-recognised certifications aligned with international service benchmarks, to build job-readiness and credibility in today’s competitive customer service landscape.

## Skilled Talent Supply

**Supplying Skilled, Certified, English-Speaking Talent** - We provide culturally adaptable, professionally trained service personnel to meet the growing demand in global markets, especially where talent is scarce and service expectations are high.

# Our Core Training Modules

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Hospitality and Guest Relations



Customer Service Excellence



Communication and Etiquette



Financial Literacy



Cultural Competency

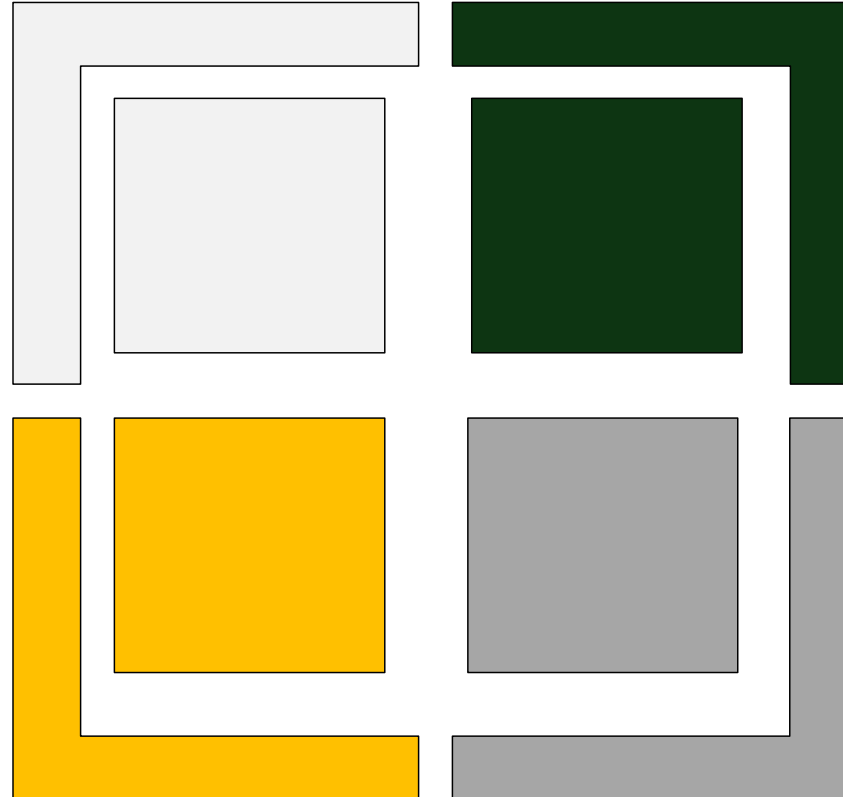
# The Opportunity: Bridging the Service Gap

## SOLVING THE SERVICE CRISIS

Addressing the inconsistent service standards that hurt Nigerian businesses and tarnish the country's reputation.

## EMPOWERING YOUTH AND WOMEN

Creating real employment pathways and boosting financial independence, especially for women and young people.



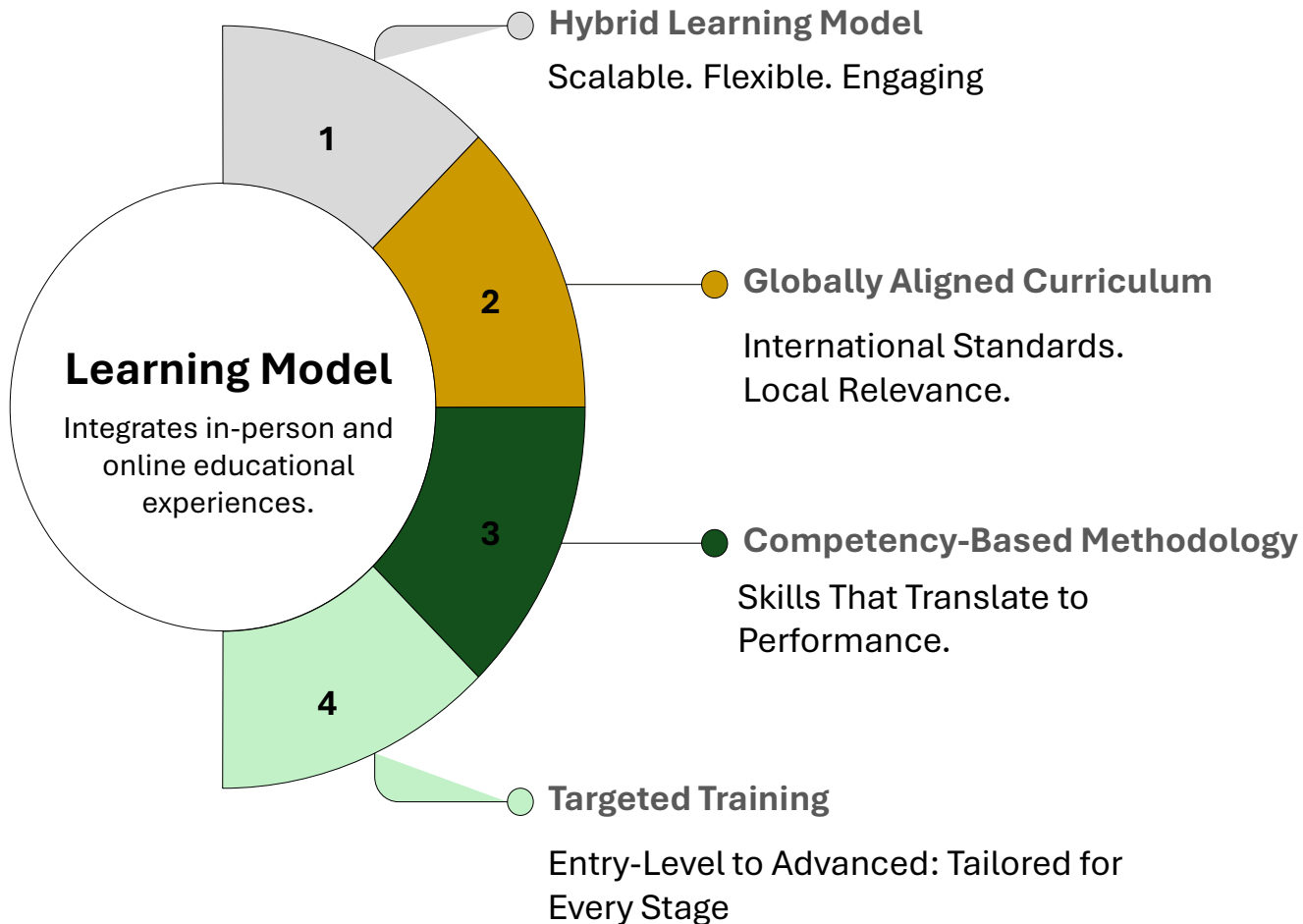
## BRIDGING THE SKILLS GAP

Equipping talent for Nigeria's booming hospitality, tourism, and wellness sectors.

## ELEVATING NIGERIA ON THE GLOBAL STAGE

Positioning Nigeria as a hub for skilled, professional service talent, attracting foreign investment, and strategic partnerships.

# Experiential Learning Framework for Global Excellence



Our approach **blends digital and in-person learning to deliver high-impact, scalable digital training** that meets learners where they are, without compromising on quality or interactivity.

Our programs are **benchmarked against global standards such as ISO and IATA**, ensuring that learners are prepared for both local opportunities and international roles.

**Built on the National Vocational Qualification (NVQ) framework**, our training emphasizes critical thinking, hands-on application, and job-ready competencies, ensuring learners can perform effectively in real-world roles.

- **Entry-Level Programs** for graduates and newcomers to the service industry.
- **Intermediary Programs** for those with foundational experience.
- **Advanced Programs** for hospitality graduates and professionals seeking to elevate their careers.

# The Founders



## Africa's service revolution: Powered by deep local insight and global best practices



**Modupe Ladipo**  
Global Strategy &  
Financial Inclusion Expert

- Founder of ServiPro, Modupe is a **dynamic & visionary leader with 35+ years of experience** in strategy, consulting, financial inclusion, investment banking, capital markets, and leading multi-donor programs across multiple jurisdictions.
- Founder & MD of Prosperar Consulting, focusing on economic & financial inclusion, women's economic empowerment, youth inclusion, financial literacy, and capital markets.
- Member of the Presidential Committee on Economic & Financial Inclusion.
- Pioneer CEO of EFINA, significantly advancing financial inclusion in Nigeria.



**Iffat Mahmud**  
Workforce &  
Market Development Leader

- Co-Founder at ServiPro, **with more than 15 years of experience in market development and workforce development projects in Africa and Asia**. She has extensive experience in working with international donor agencies, government agencies and large private sector agencies.
- Co-Founder of OyaNow, a last mile logistics and food delivery business, **where she designed and implemented customer service training for over 120 employees**, setting a new standard in Nigeria's logistics sector and food delivery space.



**Lola Animashaun**  
Serial Entrepreneur in  
Hospitality & Training

- Dynamic entrepreneur **with over 35 years of experience in hospitality and human resource industry** with focus on catering, interior design, and people management.
- Founder of multiple service-based businesses, including a catering company, a school for interior decoration, and a social initiative to upskill domestic workers.

# Contact Us

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## **Modupe Ladipo**

Mobile Number: +234 (0) 8050656565

Email: [modupe.ladipo@servipro-limited.com](mailto:modupe.ladipo@servipro-limited.com)

## **Iffat Mahmud**

Mobile Number: +234 (0)8175627498

Email: [iffat.mahmud@servipro-limited.com](mailto:iffat.mahmud@servipro-limited.com)