

Edison

Rwanda

Professional Statement

Hospitality professional with practical experience in guest services and barista skills. Focused on providing quality customer service and seeking opportunities for improvement within the hospitality industry. I ensure timely order delivery and attentive service. My focus on guest satisfaction and teamwork supports the overall success and reputation of the hotel.

Experience

WAITER | HILLTOP HOTEL| RWANDA | FEBRUARY 2021 – DECEMBER 2023

- Delivered warm, professional guest services for over 50+ daily visitors
- Maintained cleanliness, ambiances, and presentation in guest and dining areas
- Operated espresso machine and specialized in preparing high quality coffee and tea beverages
- Ensured guest satisfaction by handling special requests and resolving complaints promptly
- Worked closely with the housekeeping and front desk teams to ensure smooth daily operations

Education

ACTION COLLEGE KIGALI, RWANDA – JANUARY 2025

Certificate in Barista Training

Focused on professional coffee preparation and Customer Service Techniques

Language spoken

English

Skills & Abilities

- Languages Spoken – English
- Leadership – I volunteered to coordinate team tasks and schedules
- Customer Service Excellence
- Team Collaboration
- Hygiene & Safety Compliance

Hobbies

- Sports