

EMELYNE

RWANDA

Professional Statement

I am a dedicated and service-oriented hospitality professional with a strong background in delivering exceptional guest experiences in fast-paced environments. With proven expertise in customer relations, operations management, and team collaboration, I excel at anticipating guest needs and exceeding expectations. Passionate about creating welcoming and memorable experiences, I bring strong interpersonal skills, attention to detail, and a commitment to excellence that aligns with the highest standards of the hospitality industry. My goal is to contribute to a dynamic hospitality team by fostering customer loyalty, driving operational efficiency, and upholding a culture of service excellence

Experience

RECEPTIONIST| SILENT HILL HOTEL | KAYONZA-RWANDA DEC 2023-JUL 2025 **RESPONSIBILITIES:**

- Welcoming guests and assisting them with check-in and check-out.
- Maintain a positive attitude and friendly demeanor.
- Responding to all guest questions and requests.
- Answer and forward phone calls.
- Manage guest bookings and reservations.
- Keep a tidy and orderly workspace.
- Assist with administrative and clerical tasks as needed.

FOOD & BEVERAGE GUEST AGENT | HOTEL URUMULI GICUMBI-BYUMBA **FROM JAN 2018-OCT 2020** **RESPONSIBILITIES:**

- Welcoming guests and making them feel welcomed.
- Taking orders from guests and processing payments.
- Answering guests' questions and providing details about the menu.
- Helping guests with complaints and concerns.

Education

ICK-KABGAYI(Institut Catholique de KABGAYI) | Southern province-Rwanda from Mar 2021–Dec 2023

Qualification: Bachelor's Degree

Major/minor: Journalism

G.s St Justin ZAZA A | Eastern Province-RWANDA FROM 2009-2014

Qualification: High School Diploma in Language English Kiswahili and Kinyarwanda

Key Skills & Abilities

Languages Spoken

- English: Excellent
- French: Good
- Kinyarwanda: Excellent
- Swahili: Excellent

Hobbies/Interests

- Travelling.
- Music and Making Friends