

FLORENTINE

RWANDA

Professional Statement

The primary reason, among other things in this hospitality sector is the wonderful feeling of knowing that you have made someone happy, and this represents the main reason among others why I am attracted to the hospitality industry. A successful business is built on satisfied customers, and as a big goal I want to dedicate my life to making a pleasant place where people will be happy to leave.

Experience

Waitress | Qahwa House|

February 2025- To date

I am responsible for collecting orders, serving customers food, coffee and other drinks to ensure they are satisfied and quickly handling any complaints. On the other side when there are many orders, I help the barista in his duties like making coffee and tea, smoothies ensuring guests satisfaction.

Waitress | Five to Five hotel |

April 2023 – January 2024

- I oversaw collecting orders, serving food and drinks to customers, and checking in with them frequently to make sure they were satisfied and quickly handling any complaints.
- Responding to inquiries on the food and offering suggestions when asked if appropriate.
- I was also in charge of assisting the team of hostesses by welcoming, seating, and thanking customers, as well as communicating with kitchen staff directly and via computers.
- On the hand, I was in charge of catering service to different organizations.

Casual | Four points by Sheraton |

May 2022– August 2022

During this period, we did trainings for two weeks preparing for CHOGM and during CHOGM, I worked as a waitress where I was responsible of taking orders from customers and serve food and beverages to them. After CHOGM, I worked as a casual by taking orders from customers and serve food and beverages and performing consistent check-ins with patrons to ensure satisfaction, answering questions about the menu and make recommendations when appropriate or requested.

Education

AKILAH/DAVIS COLLEGE |RWANDA

July 2019- February 2022

A1 DIPLOMA: Hospitality and tourism Management

GROUPE SCOLAIRE SAINT JOSEPH KABGAYI| RWANDA

January 2016– October 2018

PCB (Physics, Chemistry and Biology)

COMPUTER SKILLS

MS Office and database

PoS machine skills

LANGUAGES

English: Very good

French: Beginner

LEADERSHIP

Staff management

Goals setting and achievement

HOBBIES/INTERESTS

Cooking

Drawing

Listening to music