

Gatete

RWANDA

Professional Statement

A highly motivated and customer-focused Barista cum Waiter committed to delivering exceptional customer service by creating a warm and welcoming environment while efficiently preparing high-quality beverages and serving food with professionalism. With a strong attention to detail, communication skills, and a passion for hospitality, I strive to enhance guest experiences through personalized service, ensuring satisfaction. My goal is to contribute positively to the team by maintaining high standards of cleanliness, organization, and efficiency in a fast-paced setting while I continue growing in the service industry. Eager to learn more and take on new challenges. I am confident that my passion for delivering exceptional service will make me a valuable asset to your team.

Experience

Barista and Waiter | Gladden Investment LTD | Kigali, Rwanda | 2019 – 2023

Key Responsibilities:

- Prepared and served high-quality variety of beverages and food to customers in a timely manner
- Provided exceptional customer service, ensuring a welcoming and positive experience
- Provided menu recommendations when needed
- Maintained a clean and organized workspace, adhering to health and safety standards
- Worked effectively as part of a team to achieve sales targets and customer satisfaction goals
- Ensured compliance with health, safety, and sanitation standards
- Addressing customer inquiries and resolving any complaints professionally

Achievements/projects:

- Developed and implemented new drink recipes, increasing sales and customer engagement
- Consistently received positive feedback from customers on service quality

Education

Primary Education

Kivugiza Primary School | Kigali, Rwanda

1997 - 2004

Ordinary Level (O-Level)

CIESK | Kigali, Rwanda

2007 - 2010

Qualification: General Certificate of Education (GCE) Ordinary Level

Advanced Level (A-Level)

Saint Perpetue | Kigali, Rwanda

2011 - 2012

Qualification: General Certificate of Education (GCE) Advanced Level

Key Skills & Abilities

Languages Spoken

- English
- French
- Swahili
- Basic Arabic

Leadership

- **Prefect** | Kivugiza Primary School 2003 – 2004
- Led a team of students in organizing school events and activities
- Demonstrated strong communication and problem-solving skills
- **Team Leader** | [KWIBUKA 12] | [April 7th] - [100DAYS]
- Coordinated team projects and ensured successful outcomes
- Mentored team members to develop their skills and confidence

Hobbies/Interest

- Coffee Connoisseur
- Foodie
- Reading