

GISELE

RWANDA

Professional Statement

I consider myself as a very motivated and driven individual with a passion for continuous growth and learning through my career, I have gained valuable experience in different department of hospitality industry. I adapt quickly to challenges, and I have great problem-solving abilities, I believe in maintaining a positive and collaborative work ethic. I am confident in my ability to contribute to the success of a company team or organization. I will be more than happy to bring my diverse skill set to make a meaningful impact.

Experience

WAITRESS| INKA STEAK HOUSE| RWANDA MARCH 2024 – MARCH 2025

- Warmly welcomed and greeted the guests
- Presented menus professionally and explained daily specials
- Ensured order management and timely service,
- Enhanced customer satisfaction, efficiency improvements, high standards of services, team leadership, table maintenance handling payments and using different mode of payments

WAITRESS/CASHIER| THE MANOR HOTEL | RWANDA FEBRUARY 2023- JANUARY 2024

- As a good waitress who wears her smile, I made customers feel at home, presented menu professionally and took orders excellently and was good at upselling,
- Paid attention to details ensuring I presented the order as placed
- Timely service, assisted with side work
- Processed payments and maintained table services
- Adhered to health and safety standards
- Answered customers' inquiries, processed return transactions, issued receipts,

ROOM ATTENDANT|THE LIVING ADVENTURE|QATAR SEPTEMBER 2022 - JAN 2023

- Vacuumed the floors and dusted the surface areas
- Changed bed linens and made beds
- Vanished the furniture
- Emptied trash
- Replenished toiletries and ensured good hygiene
- Checked and secured the rooms
- Reported maintenance problems

Highlights:

- As a good room attendant during FIFA world cup 2022, I was a great Opportunity I got because I learnt a lot like using different chemicals, dealing with different cultures, time management, team collaboration, communicating

WAITRESS |GREAT SEASONS HOTEL | RWANDA MARCH2020-AUGUST 2022

- Greeted guests and taking drink and food orders
- Staying attentive to the needs of guests in the dining area
- Ensured the food order was made correctly to Kitchen and bar staff and looked presentable for guests
- Successfully upsold and maintained high standards of service
- Collaborated with the team collaboration,
- Table maintenance and problem resolution
- Preparing mise en place, knowledgeable about menu

Education

AKILAH/DAVIS COLLEGE |RWANDA

JULY 2019 – NOVEMBER 2021

MAJOR COURSE

Hospitality Management and tourism Relevant modules

LYCEE NOTRE DAME DE LA VISITATION | RWANDA

JANUARY 2015-OCTOBER 2017

MAJOR COURSE : MPG (Mathematics Physics and Geography)

Key Skills & Abilities

- Time management and teamwork
- Communication and work ethic
- Negotiation, persuasion and problem solving
- Public speaking and leadership skills and IT (Microsoft Word, Excel and P.PT, outlook)
Flexibility and adaptability and paying attention to details

LANGUAGES SPOKEN

ENGLISH: Excellent

Swahili: Basic

LEADERSHIP

Class representative and helped Davis college in recruiting new students

Team leader

HOBBIES/INTERESTS

- Reading books
- Interested in serving people/making them feel welcomed with two certificates.