

Isimbi

RWANDA

Professional Statement

A suitable position with an organization where I can utilize the best of my skills and abilities that fit to my educational, skills and experience a place where I am encouraged and permitted to be an active participant as well as a vital contributor on development of the company.

Experience

Waitress | Four Point by Sheraton | UAE | 2019 – 2021

Responsibilities:

- Greeted guests warmly and seated them appropriately
- Presented menus and upsold special menus
- Took accurate food and beverage orders
- Served food and beverages promptly and courteously
- Processed payments accurately
- Maintained cleanliness and organization of tables, service stations, and dining areas
- Collaborated with kitchen and bar staff to ensure

smooth service **Concierge | Emrill services LLC | Dubai |**

2022 - 2024 Responsibilities:

- Greeted guests warmly and assisted with check-in/check-out procedures
- Provided information about hotel services, amenities, and local attractions
- Made reservations for dining, transportation, tours, and entertainment
- Responded promptly and effectively to guest requests and inquiries
- Assisted guests with luggage, directions, and other needs
- Coordinated with other hotel departments to fulfill guest requests
- Maintained a high level of knowledge about local events, restaurants, and attractions
- Handled guest complaints professionally and escalated when necessary
- Ensured the concierge desk is tidy and well-stocked with relevant materials
- Promoted hotel services and upsold amenities

Education

APAD high school | Kigali -Rwanda

2016-2018

LANGUAGES

English: Very good

LEADERSHIP

- Helping a new team member
- Taking initiative
- Suggesting improvements

HOBBIES/INTERESTS

- Reading
- Learning a new language
- Cooking
- Volunteering
- Watching movies