

NOELLE

RWANDA

Professional Statement

Dynamic and customer-focused hospitality professional with 5 years of experience in delivering exemplary service within the industry. Possess a strong team spirit and a profound passion for excellence, I am dedicated to upholding the highest standards of hospitality. Eager to gain international experience and exposure of a prestigious hotel, I aim to enhance my skills in providing outstanding service that exceeds guest expectations. Known for being approachable and helpful, I combine a commercial mindset with exceptional communication abilities, allowing me to effectively identify and implement tailored solutions to meet customer needs.

Experience

HEALTH CLUB RECEPTIONIST | INTERCONTINENTAL DOHA BEACH & SPA| QATAR JAN 2024 - FEB 2025

- Responsible for providing a friendly welcome and high-quality Service, over the phone, to guests and bay club members arriving at the reception
- Managed check-in and check-out processes using the club's booking and access systems
- Processed payment from guests in the form of cash or cards accurately
- Recording complaints daily using a message box to communicate with all departments what is happening
- Coordinating with designated department to provide complimentary amenities in case of special guest or member
- Answered phone calls, emails, and inquiries promptly and professionally
- Maintained the cleanliness and organization of the reception area
- Updated and maintained member records and database information
- Promoted club services, programs, and events to members and guests
- Handled member feedback, concerns, and resolve issues efficiently
- Supported administrative tasks such as filing, data entry, and inventory management

WYNDHAM GARDEN AJMAN CORNICHE AJMAN, UNITED ARAB EMIRATES HOUSEKEEPING ATTENDANT JUN 2021- JAN 2024

- Attended to between 18 and 20 rooms to clean everyday delivering the guest experience
- Anticipated guests' needs, respond promptly and acknowledge all guests, however busy and whatever time of day
- Cleaned and serviced guest rooms, bathrooms, and common areas according to established standards
- Made beds, changed linens, and replaced towels and amenities as needed
- Vacuumed, dust, sweep, mop floors, and perform deep cleaning tasks regularly
- Restocked supplies such as toiletries, linens, and other necessities
- Reported any maintenance issues or damages to management promptly
- Adhered to safety and sanitation policies and procedures
- Maintained cleanliness of storage and linen rooms
- Assisted with laundry duties as required
- Provided excellent customer service and responded promptly to guest requests
- Ensured all cleaning carts and supplies are organized and well-maintained

Education

DAVIS COLLEGE AKILAH CAMPUS RWANDA

Jul 2017– Nov 2019 - Diploma in Business Management and leadership

SECONDARY SCHOOL A LEVEL

- Diploma in Early Childhood Education
- Teacher training college Save (T.T.C Save) 2010_2016

Key Skills & Abilities

Languages Spoken

- English written and spoken excellent
- French written and spoken; basic level

Hobbies/Interests

- Discovering new places
- Reading hospitality magazines and novels