

ODILE

RWANDA

Professional Statement

I am a dedicated and service-oriented professional with hands-on experience in hospitality. I bring outstanding interpersonal skills, adaptability, and a hard-working attitude, all of which are required to provide first-rate service in a fast-paced cruise and hospitality industries. I am confident in my ability to contribute positively to your team. My main aim is to advance in hospitality by always improving my abilities and take on new challenges, all while ensuring that clients enjoy exceptional service throughout their stay.

Experience

SPA RECEPTIONIST | SOLARSEEN THEURAPEUTIC SPA | UAE MAY 2024 – MAY 2025

Duties:

- Warmly welcoming and greeting the clients
- Verifying the clients' appointments and processing them helps them to check in for their appointments
- Handling calls, WhatsApp and email enquiries and providing detailed information on spa services and promotions
- Keeping track of spa products and upselling them to clients
- Cash handling and processing via POS systems
- Ensuring the spa's environment is calm and welcoming for all guests
- Responding to customer inquiries and resolving issues

RECEPTIONIST | RWBUILD ROOFTOP IKAWA CAFE| KIGALI JAN 2022 – FEB 2024

Duties:

- Managed reservations, walk-in guests and handled phone calls and emails
- Processed customers' payments using cash or POS.
- Helped organize events and responded to customer needs
- Manned and kept the front desk area clean and well-organized
- Addressed guests' concerns to the head manager

WAITRESS| SABA LOUNGE & RESTAURANT | GISENYI | DEC 2020 – NOV 2021

- Welcomed by greeting and escorting customers to their tables
- Presented menus, providing detailed information on dishes
- Informed guests about daily specials and offered personalized recommendations
- Handled billing and payment processes and manage cash transactions
- Worked closely with the kitchen and other staff to serve orders on time

Education

UNIVERSITY OF TOURISM TECHNOLOGY & BUSINESS STUDIES | RWANDA SEPT 2017 – AUGUST 2021

Bachelor's Degree In Computer Engineering ICDL

Professional Certificate

Key Skills & Abilities

- Customer service and communication skills
- Strong ability to multitask in fast-paced environments
- Knowledge of front desk and reservation systems (POS)
- Team player with a positive attitude and problem-solving skills

Languages Spoken

- English – Fluent
- French – intermediate

Leadership

- I took on management responsibilities by managing daily operations, organized staff schedules, handled client problems, and guaranteed high service standards were met.
- In addition, I maintained inventories, processed end-of-day reports,

Hobbies/Interests

Traveling, Reading, Team sports, Learning foreign languages