

OLIVIER

RWANDA

Professional Statement

I am a hardworking person and ready to meet new challenges and working under pressure

I am an experienced hospitality worker with experience in hotel management practices and quality customer services tactics and providing excellent customer services in different hotel departments including front office ,food and beverage services, kitchen and housekeeping.

I would offer exceptional customer service, increasing productivity and revenue through upselling and proactive guest engagement and building guest loyalty by fostering positive relationships and encouraging direct bookings.

My career goals are to improve my professional skills, contributing to the operational efficiency and revenue goals of the business and advance my career through continuous learning and professional development.

Experience

COMMI CHEF|CRESTED CRANE HOTEL |JINJA UGANDA

2014-2015

- Measuring and prepping ingredients
- Assisting with the cooking of dishes
- Managing stock and inventory
- Helping with food plating and deliveries
- Performing general cleaning to ensure a smooth and safe kitchen operation
- It was a success.

RECEPTIONIST| 2000 HOTEL DOWNTOWN KIGALI | KIGALI RWANDA

2017-2018

- Greeting visitors
- Providing information to the guests
- Dealing with guest complaints
- Selling rooms
- Maintaining reception area
- Managing meeting room availability
- Making bills for the customers
- Scheduling appointments

WAITER| THEN LATER PROMOTED TO THE COMMIS CHEF BANQUETTING 2018-2020

- Delivering food and beverages
- Cleaning and preparing dining area
- Welcoming customers

- Taking customer's order
- Seating customers
- Telling customers about the special items
- Following all safety and sanitation policies
- Providing fast and courteous services
- Collecting payments from customers

JUNIOR CHEF DE PARTIE|GREAT SEASON HOTEL| KIGALI RWANDA. 2023-2025

- Assists senior kitchen staff in a specific station
- Helping to prepare dishes
- Manage ingredients
- Maintain hygiene standards
- Ensure the smooth running of the kitchen during service

Education

UGANDA HOTEL AND TOURISM TRAINING INSTITUTE| JINJA UGANDA. 2013-2016

Diploma in hotel management

- . Certificates from Alison(online learning platform).
- Introduction to cooking and Gastronomy
- HACCP food safety system for restaurants and other catering services
- Theory of Italian cooking
- Indian cooking fundamentals of professional south Asian cookery
- Basics of Chinese cooking
- Introduction to Bartending and Mixology.

INSTITUT DON BOSCO KABARONDO|KAYONZA RWANDA 2010-2012

- A'level certificate

Key Skills & Abilities

LANGUAGES SPOKEN

- . English
- . French

LEADERSHIP

- Deputy Sports Minister at the university

HOBBIES/INTERESTS

- Cooking Tv shows with Chef Oliver and Gordon Ramsey