

PASCALINE

RWANDA

Professional Statement

Professional and personable waitress with experience in hotel dining services. Skilled in providing attentive and personalized service to hotel guests, ensuring a memorable dining experience. Adept at managing multiple tables, handling special requests, and maintaining a polished and welcoming environment. Committed to delivering exceptional hospitality and exceeding guest expectations.

Experience

F&B ATTENDANT LEAD | THE RETREAT BY HEAVEN – FUSION RESTAURANT & HEAVEN RESTAURANT, KIGALI FEB 2024 – PRESENT

- Warmly welcoming the guests, seating them and processing their orders
- Providing menu information and upselling
- Delivering orders promptly and professionally, ensuring proper presentation
- Regularly checking with guests to ensure satisfaction and address any concern
- Supervising daily restaurant operations across two high-end dining outlets.
- Leading and training service staff to ensure top-quality guest experience.
- Coordinating with kitchen and bar teams, handle VIP service and monitor inventory and safety standards

WAITRESS | HEAVEN RESTAURANT & BOUTIQUE HOTEL, KIGALI APR 2022 – DEC 2023

- Welcomed guests warmly, assisted with seating arrangements, and provided menus
- Set the tables before service and cleared dishes after guests left
- Took and served orders efficiently, ensured guest satisfaction
- Maintained dining area cleanliness
- Delivered exceptional customer service in a fast-paced hospitality environment

Education

MOUNT KENYA UNIVERSITY | KIGALI | 2025

Bachelor of Science in Hospitality & Tourism Management

SUMBA SECONDARY SCHOOL | RWANDA | 2017 – 2019

A-Level Qualification

SUMBA SECONDARY SCHOOL | RWANDA | 2014 – 2016

O-Level Qualification

RUBIRIZI PRIMARY SCHOOL | RWANDA | 2008 – 2013

Primary Certificate

Key Skills & Abilities

Good interpersonal skills, Communication skills, Leadership skills, Risk management, Microsoft Word, Excel, PowerPoint

LANGUAGES SPOKEN

English, French (fair)

LEADERSHIP

Restaurant Supervisor – 2024 to Present

HOBBIES/INTERESTS

- Reading newspapers
- Travelling
- Reading history books
- Doing research