



# Sifa

RWANDA

## Professional Statement

A Talented individual with desire to make guests feel welcome. Energetic personality coupled with strong work ethic. Eager to demonstrate advanced skills in food safety and customer service to new, rewarding opportunity experience.

As a Barista I am centered around creating a positive and engaging experience for every customer. I combine my expertise in coffee preparation with strong interpersonal skills to provide friendly, efficient, and knowledgeable service. I am adept at understanding customer preferences, making recommendations, and resolving issues with professionalism and a positive attitude. My goal is to not only serve excellent coffee but also to build rapport and contribute to a vibrant and inviting café environment

## Experience

**ASSISTANT BARISTA INKA STEAKHOUSE KIGALI**

**DEC 2024 - CURRENT**

Duties:

- ✓ Assisting in Brewing Coffee
- ✓ Supporting the Lead Barista
- ✓ Steaming Milk and Creating Latte Art
- ✓ Presentation and ensuring guests' satisfaction
- ✓ Cleaning and Sanitization: Maintaining a clean and hygienic work area, including counters, floors, tables, and restrooms.
- ✓ Washing Dishes and Utensils: Cleaning and sanitizing mugs, plates, and other serving items.
- ✓ Opening and Closing Procedures: Participating in opening and closing duties, which may include setting up the shop, counting cash, and securing the premises.
- ✓ Waste Management: Properly disposing of trash and recycling.
- ✓ Maintaining Equipment: Basic troubleshooting and reporting issues with equipment

**WAITER | INKA STEAKHOUSE| KIGALI**

**JULY 2023 – CURRENT**

- ✓ Anticipated and addressed guests' service needs.
- ✓ Maintained safe hygiene and food handling standards for full compliance.

- ✓ Cleared and reset tables with clean service ware to uphold faultless restaurant standards.
- ✓ Informed guests of daily specials and menu offerings to facilitate decisions on starters, mains and desserts.
- ✓ Seated guests quickly and coordinated timely service to minimize table wait times.

#### **HOUSEKEEPING | ACCOR | QATAR DOHA**

**SEP 2022 - JAN 2023**

- ✓ Cleaning and Tidying rooms
- ✓ Changing Linens
- ✓ Restocking Supplies
- ✓ Trash Removal
- ✓ Organizing Rooms

#### **RECEPTIONIST EPIC MANTIS HOTEL | KIGALI, RWANDA OCT 2021 - AUG 2022**

- ✓ Organized and updated weekly schedules and monthly calendar obligations for various levels of management and junior staff.
- ✓ Processed and distributed incoming correspondence to relevant staff, facilitating team communication.
- ✓ Directed clerical tasks, including copying, faxing and file management.
- ✓ Delivered polite, professional customer service to enhance business reputation through positive first impressions.
- ✓ Welcomed guests and clients in friendly, positive manner.

#### **WAITER AGORA COFFE | KIGALI, RWANDA**

**DEC 2019 - MAY 2020**

- ✓ Cleared and reset tables with clean service ware to uphold faultless restaurant standards.
- ✓ Checked on designated tables at appropriate intervals to refill drinks, responded to requests and receive customer feedback.
- ✓ Prepared and served coffee, espresso drinks and cocktails to provided beverage varieties and options.
- ✓ Resolved customer complaints promptly, escalating larger operational concerns to management.

### **Education**

University Of Kigali | Kigali Bachelor In Information Technology Lycee Islamique De Rwamagana | Rwanda Sep 2021 – Current

High School Diploma In Computer Science Networking Jan 2017- Sep 2019

### **Key Skills & Abilities**

- ✓ Languages Spoken - English
- ✓ Leadership - Team leader of ICDL program in FAWE Women
- ✓ Guest Experience
- ✓ Excellent Customer Service
- ✓ Good Communication Skills

### **Hobbies/Interests**

- ✓ Cooking & Baking
- ✓ Volunteering
- ✓ Event Planning and travelling