

ALINE

RWANDA

Professional Statement

I have gained valuable experience within the hospitality industry in both Rwanda and the UAE, with a focus on Food & Beverage. Throughout my career, I have developed skills in communication, customer service, and teamwork. Committed to continuous growth and professional development, I am eager to enhance my skills and contribute positively to my team and organisation.

Experience

WAITRESS| MARRIOT HOTEL | RWANDA

JUN 2023 – OCT 2024

- Took orders, made and served coffee and tea.
- Set tables properly as per hotel standards.
- Knew about different drinks like cocktails, wine, champagne, and beer.
- Used Micros point-of-sale system to process orders and payments.
- Handled cashiering and billing.
- Worked in the Executive Lounge and Bar.
- Helped collect guest reviews and manage feedback on TripAdvisor.

WAITRESS | GRAND PLAZA MOVENPICK |DUBAI

SEP 2021 – FEB 2022

- Greeted customers promptly and with a friendly attitude to create a welcoming atmosphere.
- Took accurate food and beverage orders and relayed them efficiently to the kitchen staff.
- Provided menu recommendations and answered customer queries to enhance dining experience.
- Delivered orders promptly and ensured proper presentation and quality.

Education

AKILAH/DAVIS COLLEGE|RWANDA

2017– 2019

Hospitality management Diploma

Key Skills & Abilities

LANGUAGES SPOKEN

- English
- French (basic)
- Kinyarwanda

HOBBIES/INTERESTS

Reading books and listening to music