

ANGELIQUE

RWANDA

Professional Statement

Motivated Waitress with an engaging personality and flexible approach. Upbeat, friendly and able to anticipate customer needs in order to facilitate enjoyable dining experiences. Strong work ethic with willingness to take initiative. I strive to create a welcoming and efficient environment. I am attentive to guests' needs, highly organized, and committed to maintaining high standards of cleanliness and safety. My goal is to contribute my interpersonal skills and enthusiasm to a dynamic team, ensuring each guest leaves satisfied and eager to return.

Experience

WAITRESS | GRAND LEGACY HOTEL | REMERA

NOV 2021 – CURRENT

- Opening shift duties and closing shift duties.
- Taking customer orders and serving food and beverages.
- Ensuring tables are set and properly prepared for guests.
- Providing Menu Information.
- Adhering to Safety and Hygiene Standards
- Ensuring Customer Satisfaction.
- Handling financial transactions and processing payments.
- Monitoring inventory levels and restocking as needed.
- Assisting in training of new waitstaff.

F&B ATTENDANT/SUPERVISOR | LEAM BEACH HOTEL | RWANDA

AUG - NOV 2021

- Food and Beverage server.
- Developing good relationship between guest and us waiters.
- Understanding needs and wants of a customer.
- Supervision of the place and other things that was supposed to be used by the guest.
- Financial reporting.
- Making the guests feel at home.
- Upselling
- Maintaining the hygiene of the place.

Education

DAVIS COLLEGE AKILAH CUMPS | KIGALI
Diploma in hospitality management certificate

JAN 2020 – FEB 2022

VATEL RWANDA TRAINING | KIGALI

- Introduction of Food and Beverage Operation certificate

MAR - APR 2021

CORNELL UNIVERSITY TRAINING |KIGALI

- Service excellent certificate
- Tourism on demand certificate

FEB- MAR 2021

GIZ HANGA AHAZAZA

Front desk techniques

NOV 2021

Key Skills & Abilities

LANGUAGES SPOKEN

- English

LEADERSHIP

- Heading the team at work as head waitress.
- Coordinator of youth team at school.

HOBBIES/INTERESTS

- Volunteering
- Travel
- Learning new things