

RWANDA

Professional Statement

With a vast experience in the dynamic Food & Beverage industry, I am a dedicated and results-driven professional specializing in waitressing and hostessing. Holding a bachelor's degree in Hotel and Restaurant Management, I bring a strong foundation in restaurant operations, exceptional customer service, and a keen ability to create seamless guest experiences. Fluent in English, French, Swahili, and Kinyarwanda, I excel in effective communication and fostering a welcoming atmosphere, making me a valuable asset to any hospitality team. Beyond my technical expertise, I thrive in fast-paced environments, demonstrating adaptability, teamwork, and a commitment to exceeding customer expectations. I am eager to contribute my skills to a reputable establishment, where I can enhance guest satisfaction, optimize service efficiency, and support business growth. My long-term aspiration is to become a successful hotel manager. I am keen to gain leadership experience, refine my operational expertise, and make meaningful contributions to the establishment's success.

Experience

WAITRESS | PEPONI LIVING SPACE | KIGALI

JAN 2018 – PRESENT

As a Waitress at Peponi Living Space Kigali, I provide exceptional customer service by accurately taking and processing orders, ensuring timely food and beverage delivery, and addressing guest inquiries with professionalism. I adapt to diverse event settings, offering personalized service while maintaining high standards of cleanliness and organization. I assist in training and mentoring interns, demonstrating proper service techniques, and monitoring their performance. Additionally, I handle cash transactions, coordinate with kitchen staff for seamless service, and accommodate special requests, including dietary needs. My role extends to room service and event catering, ensuring a superior dining experience that enhances guest satisfaction.

INTERNEE | GREAT SEASON HOTEL | KIGALI

FEB 2024 – MAY 2024

During my internship at Great Season Hotel Kigali, I gained hands-on experience across Food & Beverage, Housekeeping, and Front Desk operations. I efficiently responded to customer orders, provided attentive service, and ensured a seamless dining experience. In the kitchen, I assisted with food preparation, maintained hygiene standards, and managed inventory. My housekeeping responsibilities included cleaning guest rooms, replenishing amenities, and upholding high cleanliness standards. Additionally, I processed payments and handled guest interactions with professionalism. This experience enhanced my customer service, multitasking, and operational skills, equipping me with a strong foundation in hospitality management.

Education

UNIVERSITY OF TOURISM, TECHNOLOGY, AND BUSINESS STUDIES | KIGALI RWANDA

2021 – 2024

Bachelor's degree

Hotel and Restaurant Management

GS. APEKA | KIGALI - RWANDA

2012– 2015

- High School Diploma
- Tourism

Key Skills & Abilities

LANGUAGES SPOKEN

- English.
- French.
- Swahili.
- Kinyarwanda

LEADERSHIP

- Class representative.

HOBBIES/INTERESTS

- Travel & Cultural Exploration.
- Customer Service & Networking.
- Public Speaking & Communication.
- Culinary Exploration.
- Spending quality time with friends and family.
- Learning new languages.