

KEVINE

RWANDA

Professional Statement

I am a dedicated Hospitality Management professional with a passion for delivering exceptional customer service. My experience in Customer Service, combined with my technical expertise, effective communication skills, and proficiency in public and guest relations, contributes significantly to the growth and success of the organization. I am a quick learner and a dynamic individual, adept at building strong interpersonal connections and providing outstanding service.

Experience

GUEST CONCIERGE | STIPP HOTEL | KIGALI

MARCH 2023 — CURRENT

Duties:

- Warmly greeting and farewell guests, ensuring a positive first and last impression.
- Escort guests to rooms and explain amenities.
- Coordinate with guest services for inquiries and special requests.
- Monitor entrance for security and seamless arrival experiences.
- Support VIP check-ins and gather guest feedback.
- Handling guests' check-in and check-out

RECEPTIONIST TRAINEE | THE NEST HOTEL | RWANDA

MAY - NOV 2021

Duties:

- Oversaw greeting visitors.
- Managing security and telecommunications systems.
- Handling queries and complaints via phone, email and general correspondence.
- Transferring calls as necessary.
- Taking and ensuring messages are passed to the appropriate staff member in time.
- Managing meeting room availability.
- Receiving, guiding walk in clients and guests.
- Answering hot

Education

UTB (UNIVERSITY OF TOURISM TECHNOLOGY AND BUSINESS STUDIES | RUBAVU 2022
Diploma in Tourism and Travel Management

ISLAMIC SCHOOL | RUBAVU December 2016
High School Diploma

Key Skills & Abilities

Languages Spoken: English

Skills:

- Customer service skills
- Team player
- Interpersonal and communication skills
- Adaptability

