**CURRICULUM VITAE**

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**Name***: Juliette*

**Visa status**: Tourist Visa

**Nationality**: Rwandese

**Marital status**: Single

**Date of Birth**: 7/7/1990

**Email**: juliette.380953@2freemail.com

**CAREER OBJECTIVE:**

A Highly Skilled customer Service, working as a waitress in a busy Restaurant, organized individual and able to communicate effectively with a range of different people in high pressure situations.

**Profile**

I am an organized, confident, hardworking young lady who always strives to meet the highest extra mile in order to achieve the set goals. Self-motivated person with strong analytical skills, trustworthy and with a high sense of duty and loyalty both professional and privately.

**PROFESSIONAL EXPERIENCE**

**Employer: Chez Rando Hotel Dec2016-Nov2017 Present**

**Position: Hostess**

**RESPONSBILITIES/DUTIES:**

* Greet guests and patrons personally and on the telephone
* Offer appropriate seating arrangements
* Present menus and take orders
* Ensure the quantity of menus is sufficient to cater to the number of guests
* Relay orders to the kitchen and ensure all orders are filled in a timely and accurate fashion
* set up dining rooms and make reservation arrangements
* Assist room service when and as needed
* Manage event related work including setting up tables and maintaining both exterior and interior of the restaurant

**PROFESSIONAL EXPERIENCE**

**Employer: Park View Hotel July 2014 - Nov2016**

**Position: Waitress**

* Welcome and received guests with a smile.
* Clean and organize chairs, tables and other staff at the premises.
* Handle Customers’ objectives effectively
* Ensure customer satisfaction is met through customer care.
* Carry dirty dishes to kitchen and wiped tables and seats with dampened cloth.
* Stock service areas with supplies such as coffee, food, tableware, and linens
* Inform customers of daily specials.
* I stood for extended periods of time, walk short distances most of the work day, reach, lift, and carry food.

**Strengths**

* Ability to work effectively under time pressure and for long hours
* Diligence and dedication to work
* Ability to understand different kinds of people
* Great sensitivity to the needs of customers
* A friendly, cheerful, and polite attitude
* A strong passion to ensure customer satisfaction

**EDUCATIONAL QUALIFICATION**:

* **1994-2005**-National Examination certificate
* **2009-2011:** Advanced level in Accounting at King David Academy
* **2012-2016:** University of Lay Adventist of Kigali**(UNILAK),** Bachelor’s degree of Business administration in Finance.

**LANGUAGE SPOKE**

* English
* French

**REFERENCE**

Available upon request.