

KAMIKAZI UWASE PEACE

WAITRESS

CONTACT

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PROFILE SUMMARY

Energetic, customer focused **waitress with 2years of experience** in fast paced restaurants and **receptionist with 1+ year of experience** . skilled in managing 50+ tables per sift, processing **200+ orders daily** and maintaining **95%+ customer satisfaction**. Experienced at upselling, handling transactions and **ensuring health and safety compliance**

EDUCATION

2020-2021

RIVIERA HIGH SCHOOL

- Business Technology(BTEC)
- Graduated with the triple grade(DISTINCTION MERIT MERIT)

WORK EXPERIENCE

GRAND LEGACY HOTEL

2022-2023

WAITRESS

- Served food and drinks to over 200 customers daily in a fast paced environment, ensuring efficient service and customer satisfaction.
- Collaborated with a team of 6 staff members to efficiently manage large groups of 30+ guest, **improving table turnover by 15%**
- Gained experience managing time and effectively multi tasking while waiting tables
- Handled **100+ POS transactions per shift with zero errors, maintaining fast service** and accurate billing.

SKILLS

- POS system operation and cash handling.
- Multitasking and time management.
- Cleanliness and safety compliance.
- Conflict resolution and problem solving.
- Team collaboration and communication.

GRAND LEGACY HOTEL

2024-2025 March

RECEPTIONIST

- Managed front desk operations for a 30+ room hotel greeting and assisting an average of 120+ guests daily while maintaining a 95% customer satisfaction rate.
- collaborated staff members across departments(housekeeping, , kitchen) to resolve guest issues, improving service response by 30%.
- supported international guests by **providing multilingual assistance contributing to 20% increase in guest satisfaction.**

STRENGTHS

- Listening skills:** strong listening allows me to understand, read people's needs, respond thoughtfully and build meaningful communication in any situation.
- Adaptability:** I adjust quickly to new environment, tasks, people, maintaining calm and focus **even when plans or priorities change.**
- Positive attitude:** Positivity and professionalism even under pressure, **creating a warm space for my colleagues and clients.**

LANGUAGES

- English:** Fluent
- Kinyarwanda:** Fluent
- French:** Fluent
- Arabic:** Basics
- Chinese:** Basic