

Ingabire Nailla
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Education

University of Kigali

Relevant Course: Business Information Technology 2020

Work Experiences

Living adventures managed by Accor in Fifa world cup 2022-Qatar

Receptionist: 2022-2023

- Meeting and greeting clients
- Chick-ins and check-outs
- Arranging couriers
- Keeping the reception area tidy
- Answering and forwarding phone calls
- Screening phone calls
- Sorting and collaborating with the housekeeping department.
- Directing new guests to make reservations to use QAA.

Mantis Kivu Marina

Receptionist: 2021-2022

- Greet and welcome guests as soon as they arrive at the front desk.
- Direct visitors to the appropriate person and offices
- Check-ins and check-outs
- Receive, record, and manage payments from the guests at check-out time.
- Answered, screened, and forwarded incoming phone calls.
- Ensure the reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms, and brochures)
- Order front office supplies and keep an inventory of stock
- Update calendars and schedule meetings

La Palme Hotel

The receptionist from 2020-2021

- Keep the front desk tidy and presentable with all necessary materials (pens, forms, paper, etc.)
- Greet and welcome guests
- Check-in and check-outs

- Receive, record, and manage payments from the guests at check-out time.
- Answer questions and address complaints
- Answer all incoming calls and redirect them or keep messages
- Receive letters, packages, etc., and distribute them
- Check, sort, and forward emails
- Monitor office supplies and place orders when necessary
- Keep updated records and files

EM natural.

Marketing Agent from 2018-2019

- Modify sales materials and strategies to suit each client's needs.
- Promote advertising and marketing materials and strategies.
- Create & maintain all accounts

Migano Hotel

A waitress from 2017- 2018

- Escort customers to their tables and ensure they are settled comfortably,
- Serving coffee and other drinks
- Present the menu to customers, answer queries about it, and makes suggestions if necessary
- Inform patrons of the restaurant's daily specials
- Explain the preparation and cooking methods as well as the ingredients of various menu items
- Take orders from customers for food and beverages, writes down or memorize the charges, and enter information into the computer for transmittal to the kitchen
- Serve food and beverages promptly.

- Ensure that customers are enjoying their meals or that they do not have any problems with their food
- Check their identification to make sure that they meet the minimum age requirement for consuming alcoholic beverages
- Collect the customers' payments and prepare bills with itemized costs and appropriate taxes
- Prepare and tidies up the tables or counters; make sure there are enough salt, sugar, pepper, cream, other condiments, and napkins on every table or counter.

Awards and Achievements

- I have a certificate of business courses in the case study.
- VATEL hotel & tourism business school January 2020 -
  Front office certificate

References

- **Junior Mukotanyi**
  General manager at Indani Volcanoes Residence
  Phone number: 0780436**49**
- **Damascene Dusabe**
  Head Front desk at Mantis KivuMarina
  Phone number: 0782239535
- **Jaqueline Uwurukundo**

The human resource of La Palme hotel
Phone number: 0788415758

Languages

- English - Professionally
- French - professionally
- Kinyarwanda - Native
- Swahili - basic.