

MUKANDAYI SENGA SANDRINE

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📍 RWANDA

PROFESSIONAL SUMMARY

Helpful Hostess processes customer transactions, organizes reservations and coordinates dining room staff. Demonstrated success in working with staff to create unique dining experiences. Offering experience working in restaurant settings.

SKILLS

- Reservation Documentation
- Check Payment Processing

EDUCATION

INES RUHENGIERI
MUSANZE, RWANDA

Computer Science

NYANZA TECHNICAL SCHOOL
INYANZA • 08/2022

High School Diploma

- Continuing education in COMPUTER Science at university in Ines Ruhengeri
- Member of I was member of bright saving club :for saving money at end of year was sharing interest of club

WORK HISTORY

ANTONY MARK - Hostess

KIGALI, RWANDA • 09/2022 - 03/2023

- Worked with front of house staff to move tables and adjust seating to accommodate groups with special requests.
- Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness.
- Monitored seating area and checked restrooms regularly to keep spotless.
- Supported servers, food runners, and bussers with keeping dining area ready for every guest.
- Took reservations and to-go orders by phone, answered customer questions, and informed of accurate wait times.
- Cultivated positive guest relations by managing information and orchestrating speedy seating.
- Answered customer questions about hours, seating, and menu information.

MANGER OF INSPIRE - Marketing Manager

KIGALI, RWANDA • 08/2022 - 10/2022

- Created company brand messaging, collateral materials, customer events, promotional strategies, and product commercialization.
- Managed workflow between staff, coordinating documents, planning, and creative material distribution.
- Worked with graphic designers and writers to establish theme and tone for content.

HOBBIES

playing basket ball
singing
speaking over
customer service

LANGUAGES

English: Native language