

**Dibba, Al Fujairah**

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**Visa Status: Residence**

**ADELINE UWIMANA**

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| **Objective** |  | |  | | --- | | Looking for a full time position that offers a greater challenge, increased benefits, and the opportunity to help the company advance efficiently and productively.  Seek to diversify my skills and knowledge in a career development industry. | |
| **WORKING Experience** |  | GUEST SERVICE EXCUTIVE, RADISSON BLU RESORT FUJAIRAH **July 2017 – To date**   * Welcoming and acknowledging guest/s approaching reception desk. * Read Endorsement Logbook. “Take ownership” of follow-ups. * Checking BAR (Best Available Rate), Room Availability and Room Lay-out * Performing check-in procedures * Scanning of passport * Cashiering * Block rooms based on guest “Preference”, especially VIPs * Inspect ALL blocked rooms, especially VIP rooms * Taking and passing on messages to guests * Dealing with special requests from guests * Dealing with complaints or problems  GUEST RELATION EXECUTIVE, RADISSON BLU HOTEL AND CONVENTION CENTER KIGALIApril 2016 – April 2017  * Have up to date information on daily room occupancy * Providing excellent customer service as per hotel standards. * Greeting guests as they enter and exit the hotel. * Providing information regarding the Hotel, town attractions, activities etc. * Check on VIP reservations, complete their pre-registration formalities. * Allocate rooms to all arriving guests. * Maintain up-to date information on room rates, current promotions, offers and packages * Maintain all guest folios in the manner instructed and type out necessary guest likes and dislikes to the appropriate fields on the profile. * Collect Guest feedback during guest departure along with his likes and dislikes.  GUEST RELATIONS EXECUTIVE, GRAND LEGACY HOTEL **May2014 – April 2016**   * Plan and coordinate the provision of friendly, efficient services to guests * Plan and coordinate all promotional activities targeting clients * Trace relevant statistics about clientele * Plan and conduct group and function rundown meetings * Assist in any other duties when required by the Front Office Manager * Provide feedback from Guests to Front Office Manager for action * Oversee general operation of the hotel when the Director of Rooms or Front Desk Manager is not present. * Participates in the managing, overseeing and training the Front desk personnel. * Daily check of the previous day‚s work, i.e. posting, deposits, cash reports and petty cash reports.  FRONT OFFICE AGENT, Gorillas Golf Hotel **May 2011 – December 2013**   * Welcome visitors by greeting them, in person or on the telephone; answering or referring inquiries. * Processed guests’ check ins and outs * Prepare and complete room and restaurant bills * Liaised with other departments of hotel * Handled payments through cash, checks and credit cards * Dealing with bookings by phone, e-mail, letter or face-to-face * Preparing bills and taking payments * Taking and passing on messages to guests |
| **Education** |  | UNIVERSITY of rwanda– GRADUATE Majoring in Bachelor of Architecture and built environment In Landscape design |
| **Skills & Abilities** |  | * Computer literate (ICT Skills, software support, Opera, Micros) * Problem analysis and Problem-solving * Adaptability and attention to details * Planning and organizing * `Stress tolerance |
| **LANGUAGE ABILITY SKILLS** **REFERENCES** |  | |  |  |  |  | | --- | --- | --- | --- | | **Languages** | **Reading** | **Speaking** | **Writing** | | **English** | **Fluent** | **Fluent** | **Fluent** | | **French** | **Fluent** | **Fluent** | **Fluent** | | **Swahili** | **Good** | **Good** | **Good** | | **Kinyarwanda** | **Native** | **Native** | **Native** |   **MOSES KIMANI**  Assistant HR Manager  Radisson blu resort Fujairah  Email:moses.kimani@radissonblu.com  Mob: +971-566-809-906  **ESPERANCE UMURISA**  Assistant Front office Manager  Radisson blu hotel and Convention Center Kigali  Email:Esperance.umulisa@radissonblu.com  Mob: +250-788-229-292  **DAMODAR SHARMA**  Front Office Manager Gorillas Golf Hotel  Email:Dsharma.ktm@gmail.com  Mob: +151-080-956-73 |