



Position: Hospitality Associate

Work Status: Full-time

Reports To: Experience Manager

Location: Musanze District, Rwanda, at Virunga Mountain Spirits

Scope/Role: A distillery/agro-tourism site located at the foothills of the Virunga Mountains opened in Musanze, Rwanda in December 2024. The first product is a premium craft potato vodka made with “unloved” potatoes sourced from local farmer cooperatives. Virunga Mountain Spirits and our farm-to-fork restaurant, Kinigi Table, prides itself on producing premium craft spirits, providing exceptional cuisine and specialty beverages and outstanding service to our patrons.

In this role, you will be required to do the following: bartending, baristaing, serving, gift shop operations, touring and reception, while delivering exceptional customer service and support for all guests. The ideal candidate will have a minimum of two years of direct experience in the hospitality sector, be familiar with the service sequence and be highly personable and detail-oriented. For all staff, we value a growth mindset, honesty and integrity, teamwork and an eagerness to learn.

Key Responsibilities:

Reception and Tours:

- Greet customers warmly and provide assistance with their needs
- Address customer issues directly and/or seek the support of your supervisor
- Provide check-in services for visitors
- Learn the guided tour script and conduct tours in and around the property
- Collect contact information and other required information on visitors
- Collect payment for tour packages and walk-ins, if visitors have not paid in advance
- Ensure visitors who need driving support have access to cars/drivers



- Routine office administration and tasks

Gift Shop:

- Process sales transactions accurately and efficiently using the point of sale (POS) System
- Perform regular payment transactions securely
- Answer customer inquiries about products
- Maintain the cleanliness and organization of the gift shop
- Assist in supply planning and inventory management, including products being sold on consignment
- Assist in preparing supplier sales reports due the 7th day of every month for the previous month
- Stock, re-stock and support merchandise displays to ensure an appealing presentation
- Address and resolve customer complaints in a professional manner

Serving:

- Serve patrons with food and beverages in a positive and friendly manner
- Provide information to help food and beverage selections
- Present ordered choices in a prompt and efficient manner
- Maintain dining ambiance with an enthusiastic attitude
- Prepare room for dining by setting napkins, service plates, and utensils
- Adhere to sanitation, safety, and alcohol beverage control policies
- Transmit orders to the kitchen by recording patrons' choices and identifying patrons' special dietary needs and special requests
- Serve orders by picking up and delivering patrons' choices from bar and kitchen
- Respond to additional patron requirements
- Maintain table setting by removing courses as completed, replenishing utensils, refilling water glasses, and being alert to patron spills or other special needs
- Obtain revenues by totaling charges, issuing and delivering bills, accepting payments and returning credit card and signature slip to patrons.

Barista:



- Greet customers and take orders
- Prepare and serve hot and cold beverages, including coffees, teas, and other drinks
- Operate coffee equipment, such as espresso machines and grinders
- Maintain a clean and organized workspace
- Stock and replenish supplies, as needed
- Answer customer questions about menu items and ingredients
- Adhere to food safety and sanitation guidelines

Bartending:

- Welcome customers and take drink orders
- Select and mix ingredients, garnish glasses, and serve beverages to customers
- Make cocktails according to the recipes provided
- Take inventory and contribute to supply orders to ensure bar is stocked with sufficient ingredients for cocktail preparation
- Provide bartending/mixology training to selected VMS partners and guests
- Adhere to all food safety and quality regulations
- Handle credit card and other financial transactions

Required Qualifications:

- Education background in the tourism or hospitality sector strongly preferred
- Previous professional experience in the tourism or hospitality sector required
- Strong communication, organizational and time management skills
- Excellent English language skills, oral and written, a must
- Proficient in using basic computer applications
- Demonstrated mathematical (addition, subtraction, multiplication, division) skills
- Ability to handle multiple tasks and work in a fast-paced environment
- Attention to detail and a commitment to a high standard of customer service
- Flexible to work on weekends, late hours and holidays, if needed
- Positive attitude and openness to feedback is a must



Applications should include:

- Cover letter
- Detailed CV
- List of 3 - 5 references, including current supervisor

All inquiries and completed applications should be directed to us via email at delice@virungamountainspirits.com

Please do not contact us by phone or Whatsapp regarding your application. Only shortlisted candidates will be contacted.