



Job Advertisement

Position Title: Receptionist – Front Office Department

Department: Front Office

Employer: Mantis Kivu Marina Bay Hotel

Location: Rusizi (Kamembe), Western Province, Rwanda

Reports to: Front Office Supervisor / Front Office Manager

Posting Date: 29 January 2026

Application Deadline:

About Mantis Kivu Marina Bay Hotel

Mantis Kivu Marina Bay Hotel is a luxury lakeside hospitality property in Rusizi, Kamembe, delivering warm Rwandan hospitality elevated by international service standards. Our commitment to excellence ensures unforgettable guest experiences, supported by sophisticated interiors, seamless operations, and meticulous attention to detail.

Main Role Purpose

The Receptionist is the first point of contact for all guests, embodying the standards of a luxury hotel. This role ensures a seamless, professional, and welcoming check-in and check-out experience, while supporting the Front Office team in delivering exceptional service.

Key Responsibilities

Guest Services & Reception

- Welcome and greet guests with professionalism and warmth, reflecting the hotel's luxury standards.
- Handle guest check-ins and check-outs efficiently, ensuring a smooth process.
- Manage reservations, room assignments, and special requests accurately.
- Provide guests with information on hotel facilities, services, and local attractions.
- Attend to guest inquiries, complaints, and requests promptly, ensuring high satisfaction.
- Maintain a polished and organized front desk area at all times.

Front Office Operations Support

- Answer and route incoming calls professionally.
- Coordinate with housekeeping, concierge, and other departments to ensure guest needs are met.
- Maintain accurate guest records, reports, and daily logs.



- Assist with billing, payment processing, and reconciliation.
- Support the Front Office team during peak hours and busy periods.

Team Collaboration & Training

- Work closely with other Front Office colleagues to maintain consistently high service standards.
- Support new team members with training and guidance on luxury service procedures.
- Participate in team meetings and continuous learning initiatives.
- Perform other reasonable duties as assigned by Front Office Supervisor or Manager.

Minimum Qualifications & Experience

Education

- Advanced Diploma (A1) or Bachelor's degree in Hospitality Management, Tourism, or a related field.

Experience

- At least **above 1 year of experience** in hospitality, preferably in front desk, guest relations, or reception, ideally within a luxury or upscale setting.
- Skilled and experienced in using Opera Cloud PMS.
- Fluency in English and Kinyarwanda is required; French and Swahili are an added advantage.

Key Skills & Competencies

- Polished communication and interpersonal skills suitable for a luxury setting.
- Strong guest service orientation and professional demeanor.
- Proficiency in Opera Cloud and other booking/reservation systems.
- Ability to manage reservations, check-ins/check-outs, and front desk operations efficiently.
- Team player with a flexible, proactive, and solution-oriented approach.
- Attention to detail, organization, and multitasking abilities.

Work Environment

- Fast-paced, luxury-focused front office environment.



- Emphasis on teamwork, service excellence, and continuous learning.
- Full-time, on-site role within a sophisticated hospitality setting.

What We Offer

- Employment in accordance with hotel policies and procedures.
- A professional and elegant working environment that supports learning and career growth.
- Opportunities for professional development within a luxury hospitality setting.

Safeguarding & Equal Opportunity

Mantis Kivu Marina Bay Hotel is an equal opportunity employer. We value diversity and do not discriminate on the basis of gender, origin, disability, religion, or any other protected characteristic. Background checks and reference verifications may be conducted for the selected candidate.

Required Application Documents

Interested candidates should submit the following documents in one merged PDF file:

- Application letter addressed to Mantis Kivu Marina Bay Hotel HR
- Updated Curriculum Vitae (CV)
- Copy of academic qualifications
- Copy of relevant professional certifications (if any)

Application Submission

Interested candidates are invited to submit their applications via email to:

Email: hrofficer@mantis-kmb.com

CC: fom@mantis-kmb.com

Only shortlisted candidates will be contacted for interviews