

# **EUGINE IMBWAKA BUKHALA**

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Current Address: Nairobi – Kenya

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Dear Hiring Manager,

## **RE: JOB APPLICATION FOR THE POSITION OF A BARISTA/ BARTENDER**

I am writing to express my interest in a position within your establishment. With several years of hands-on experience as a bartender, barista, and waiter, I have developed a well-rounded skill set in customer service, beverage preparation, and front-of-house operations. My goal is to bring my strong work ethic, attention to detail, and passion for hospitality to a team that values high-quality service and a welcoming atmosphere.

In my previous roles, I have consistently delivered outstanding service in fast-paced environments. Whether crafting specialty coffee drinks as a barista, mixing cocktails behind the bar, or providing attentive table service, I take pride in ensuring each guest has a memorable experience. I am confident handling high-volume shifts, managing diverse customer needs, and supporting team members to maintain smooth operations throughout the day.

I am especially drawn to your venue because of its reputation for excellence and the positive experience it offers to guests and staff alike. I believe my interpersonal skills, reliability, and adaptability would make me a valuable addition to your team. I am eager to contribute to your continued success and grow further within the hospitality industry.

Thank you for considering my application. I would welcome the opportunity to discuss how I can contribute to your team in more detail.

Sincerely,

Eugene Imbwaka Bukhala

# EUGINE IMBWAKA BUKHALA

## Barista / Bartender

### PROFILE STATEMENT

Dedicated and personable hospitality professional with extensive hands-on experience as a bartender, barista, and waiter. Skilled in delivering exceptional customer service, managing high-volume environments, and creating memorable guest experiences. Seeking to leverage my strong interpersonal skills, attention to detail, and passion for hospitality in a dynamic role within a reputable establishment where I can contribute to team success and continue to grow professionally in the service industry.

### WORK EXPERIENCE

**2023 – 2025 : Artcaffe Coffee N Pastry – Nairobi , Kenya**

Position : Barista

#### Duties & Responsibilities

- Crafting coffee and espresso-based drinks
- Brewing tea and non-coffee beverages
- Greeting customers warmly and taking orders efficiently
- Answering questions about menu items and making recommendations
- Handling complaints professionally and ensuring customer satisfaction
- Using espresso machines, grinders, blenders, and brewers
- Assisting with deliveries and storage
- Working with other staff to ensure smooth operations
- Maintaining a positive and professional appearance
- Calibrating equipment for consistent quality
- Processing payments via cash, card, or mobile apps
- Handling returns or refunds according to store policy
- Maintaining accurate cash drawer balances
- Keeping the workstation, machines, and customer areas clean
- Following food safety and hygiene standards
- Restocking ingredients, cups, napkins, and other supplies
- Monitoring inventory levels and reporting shortages
- Promoting loyalty programs or store specials
- Ensuring consistency in product quality and service

**2021 – 2022 : Urban Gourmet – Nairobi, Kenya**

Position : Bar Runner

#### Duties & Responsibilities

- Mixing and serving alcoholic and non-alcoholic beverages to guests
- Following standard drink recipes or crafting custom cocktails
- Pouring wine, beer, and spirits accurately
- Greeting guests and taking drink orders
- Engaging with patrons in a friendly and professional manner
- Ensuring guest satisfaction and handling complaints diplomatically
- Cleaning bar surfaces, glassware, tools, and equipment
- Ensuring the bar area is tidy and well-stocked during and after shifts
- Washing and sanitizing utensils and bar tools

**2019 –2020 : Tapas Ceviche– Kenya**

Position : Waiter

### EDUCATION HISTORY

<b>2024</b>	:	<b>Diageo Bar Academy – Nairobi Kenya</b>
Course	:	Certificate in Bartender Skills & Techniques
Award	:	Certificate
<b>2020</b>	:	<b>Utalii College</b>
Course	:	Diploma in Food Production & Beverage
Award	:	Diploma
<b>2017</b>	:	<b>Rocky Driving School-Kenya</b>
Course	:	Motor Vehicle Driving
Award	:	Driving Licence
<b>2013 - 2016</b>	:	<b>Mautuma Boys High School -Kenya</b>
Course	:	Kenya Secondary School Education
Award	:	High School Diploma



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### CORE COMPETENCIES

- Bartending
- Beverage preparation
- Customer Service
- Drinks order processing
- Drinks service
- Exceptional interpersonal skills
- Fine dining experience
- Food and beverage service
- Food and wine pairing
- Food hygiene protocol
- Glass collection
- High-volume dining
- In-depth food and wine knowledge
- Menu memorization
- Mixology
- POS Systems
- Regulatory compliance
- Spirits knowledge
- Table cleaning
- Table clearing
- Upselling bar snacks
- Wine pairings

### LANGUAGE SKILLS

- English & Kiswahili

### INTERESTS

- Cooking
- Participating in food festivals
- Hiking
- Reading about food culture

### REFEREES

I have over six years of work experience in the hospitality industry having worked as a Barista, Bartender and as a waiter. Details about my referees are readily available upon request

