

**Samuel Njau Githua**  
samuelnjau045@gmail.com  
+254 714 526326  
Current Address: Nairobi - Kenya

Dear Hiring Manager,

I am writing to express my interest in the waiter/bartender position at your company. With over four years of hands-on experience in fast-paced dining and bar environments, I bring a strong work ethic, exceptional customer service skills, and a passion for hospitality that I believe would make me a valuable addition to your team.

In my previous roles, I have gained a deep understanding of front-of-house operations—from taking orders and managing customer interactions to preparing and serving drinks with efficiency and care. I have worked in both casual and upscale settings, always adapting to ensure each guest enjoys a memorable experience. My ability to multitask, stay calm under pressure, and maintain attention to detail has allowed me to consistently exceed expectations, whether serving a full dining room or handling a busy bar shift.

I am known for being reliable, approachable, and a strong team player. I take pride in creating a welcoming environment for guests and supporting my coworkers to ensure smooth service. Additionally, I am familiar with POS systems, cash handling, and closing procedures.

I would welcome the opportunity to bring my experience and enthusiasm to your team and contribute to the continued success of your enterprise. Thank you for considering my application. I look forward to the possibility of discussing how I can contribute in person.

Sincerely,

Samuel Njau Githua



Email: samuelnjau045@gmail.com

Tel : +254 714 526326

Nationality : Kenyan

Gender : Male

Year of Birth : 2002

### KEY SKILLS

- Adapting to different service styles
- Payments processing skills
- Coordination with kitchen and bar staff
- Efficient in managing large sections or high-volume shifts
- Excellent Customer Service
- Drink Mixing & Cocktail Preparation
- Food & Beverage Knowledge
- Upselling & Suggestive Selling Techniques
- POS Systems & Cash Handling
- Multitasking in High-Volume Environments
- Conflict Resolution & Problem Solving
- Team Collaboration & Communication
- Table Service & Order Accuracy
- Bar Setup & Closing Procedures
- Responsible Alcohol Service skills
- Knowledge of Hygiene & Safety Standards
- Excellent ICT skills
- Highly creative
- Wine & Beer Pairing Knowledge
- Inventory Management & Stock Rotation
- Fast & Efficient Workflow Under Pressure

### LANGUAGE SKILLS

- English
- Swahili

### INTERESTS

- Creative Writing
- Socializing
- Travelling for adventure

### REFEREES

I have over four years of work experience in the service industry having worked as a waiter and bartender in Kenya. Details about my referees are readily available upon request.

# SAMUEL NJAU GITHUA

## WAITER / BARTENDER

### PROFILE STATEMENT

Customer-focused and highly adaptable hospitality professional with over four years of experience as a waiter and bartender in fast-paced restaurant and bar environments. Skilled in delivering exceptional service, managing high-volume shifts, and creating memorable guest experiences. Proven ability to multitask efficiently while maintaining a positive attitude and attention to detail. Strong knowledge of food and beverage service, including cocktail preparation, wine pairing, and upselling techniques. Reliable team player with excellent communication skills and a passion for providing outstanding hospitality.

### WORK EXPERIENCE

**2024 – Todate** : Peaks Hotel, Nanyuki– Kenya

Position : Waiter

#### *Duties & Responsibilities*

- Greet guests promptly and professionally, ensuring a welcoming experience.
- Present menus and answer questions regarding food and beverages.
- Take accurate food and drink orders, enter them into POS systems
- Deliver food and beverages efficiently while ensuring correct orders
- Check in with guests throughout their meals to ensure satisfaction and address any concerns promptly.
- Handle cash and card transactions, issue receipts, and process payments
- Maintain cleanliness and organization of tables, and service stations.
- Assist in opening & closing procedures, including setup, restocking of supplies
- Follow all health, safety, and sanitation guidelines to ensure a clean and safe dining environment.
- Work collaboratively with team members and management to ensure smooth and efficient service during busy shifts.
- Train and mentor new waitstaff to maintain service standards and restaurant protocols.

**2022 - 2024** : Brew Bistro Lounge, Nairobi Kenya

Position : Bartender

#### *Duties & Responsibilities*

- Prepare and serve a wide range of alcoholic and non-alcoholic beverages in accordance with standard recipes and customer preferences.
- Greet guests warmly, take drink orders efficiently
- Maintain expert knowledge of cocktails, wine, spirits, and beer.
- Handle cash, credit card transactions, and tabs using POS systems with accuracy and accountability.
- Manage high-volume bar service during peak hours while maintaining speed, quality, and professionalism.
- Set up the bar area before and after shifts, ensuring cleanliness and proper stock levels.
- Restock bar supplies, including liquor, garnishes, glassware, and mixers, and performed regular inventory checks.

### EDUCATION HISTORY

**2021 - 2022** : Thika Technical Training Institute, Kenya

Course : Diploma in Hospitality Management with IT

Award : Certificate

**2017 - 2020** : Turasha Secondary School –Kenya

Course : Kenya Certificate of Secondary Education

Award : High School Diploma

**2009 – 2016** : St. John’s Group of Schools–Kenya

Course : Kenya Certificate of Primary Education

Award : KCPE Certificate

### CERTIFICATIONS

**Skills Pass Certification:** Customer care in hospitality, Essential English for Hospitality, The Maltese Tourism Product, Bar Waiter & Cleaning Attendant

