

MICHAEL KIRAGU GICHUHI

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+254722 563 409

Current Address: Nairobi - Kenya

Dear Hiring Manager,

I am writing to express my interest in the waiter/bartender position at your company. With over 18 years of hands-on experience in both front-of-house service and bar operations, I bring a strong work ethic, a passion for customer service, and a proven ability to thrive in busy hospitality environments.

Throughout my career, I have worked in a variety of settings, including fine dining restaurants, high-volume bars, and boutique hotels. This has allowed me to develop a deep understanding of guest expectations, menu knowledge, and effective teamwork. I take pride in creating a welcoming atmosphere, handling orders accurately, and maintaining high standards of cleanliness and professionalism at all times.

My ability to multitask under pressure, build positive relationships with guests, and resolve customer concerns calmly and efficiently has consistently contributed to positive reviews and returning clientele. I am also experienced in handling cash and card transactions, managing bar inventory, and complying with health and safety regulations.

I would welcome the opportunity to contribute my experience and enthusiasm to your team and help continue delivering exceptional service to your guests. I am available for an interview at your convenience and can start immediately if required.

Thank you for considering my application. I look forward to the possibility of joining your enterprise and contributing to its continued success.

Sincerely,

Michael Kiragu Gichuhi



Email:michaelkiragu2026@gmail.com

Nationality : Kenyan

Current Address: Kenya

Gender : Male

Year of Birth : 1980

KEY SKILLS

- Ability to work under pressure
- Bar setup and stock management
- Cleanliness and hygiene compliance
- Conflict resolution
- Coordinating with kitchen staff
- Excellent customer service
- Guest engagement and satisfaction
- Handling dietary and allergy requests
- Inventory control and restocking
- Knowledge of wines, spirits, and cocktails
- Menu and drink knowledge
- Mixology and drink preparation
- Multi-table management
- Opening and closing procedures
- POS system operation (cash register, card payments)
- Professional appearance
- Reliable and punctual
- Responsible alcohol service (ID checks, portion control)
- Speed and accuracy in drink service
- Strong communication
- Table setting and clearing
- Taking and processing orders
- Team player
- Time management in fast-paced environments
- Upselling food and beverages

LANGUAGE SKILLS

- English
- Swahili

INTERESTS

- Driving
- Socializing
- Travelling

REFEREES

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

MICHAEL KIRAGU GICHUHI

WAITER / BARTENDER

PROFILE STATEMENT

Highly experienced and customer-focused hospitality professional with over 18 years of combined experience as a waiter and bartender in fast-paced restaurants, bars, and hotels. Skilled in delivering exceptional service, managing high-volume environments, and creating a welcoming atmosphere for guests. Adept at multitasking, handling customer concerns with professionalism, and maintaining strong knowledge of food and beverage menus. Proven ability to build rapport with customers, support team members, and contribute to smooth and efficient service operations.

WORK EXPERIENCE

2021 – Todate : Bomen Hotel,– Kenya

Position : Waiter

Duties & Responsibilities

- Welcome guests warmly and escort them to their tables.
- Provide menus and highlight daily specials or recommendations.
- Accurately record customer orders and confirm special requests
- Deliver orders promptly and ensure everything is presented correctly.
- Ensure guest satisfaction and attend to any additional needs.
- Maintain cleanliness and readiness of dining areas.
- Present the bill, process payments, and return change or receipts.
- Communicate effectively fellow staff to ensure smooth service.

2014 - 2020 : The White Rhino Bar & Restaurant - Kenya

Position : Bartender

Duties & Responsibilities

- Prepare alcoholic and non-alcoholic beverages according to recipes.
- Interact with customers, take drink orders, and serve them efficiently.
- Ensure guests meet the legal drinking age requirements.
- Keep the bar area clean, organized, and stocked with necessary supplies.
- Process cash and card transactions accurately and manage the cash register.

2011 - 2013 : Self Employed - Kenya

Position : Hotel Owner

Duties & Responsibilities

- Oversee daily operations
- Monitor income and expenses and ensure timely payment of bills
- Promote the hotel through online platforms, social media to attract guests.
- Ensure rooms & common areas are clean, functional, and well-maintained.
- Respond to guest inquiries, resolve complaints, and ensure a pleasant stay for all

2006 - 2010 : Ignite Bistro Club Buruburu - Kenya

Position : Bartender

Duties & Responsibilities

- Prepare and serve alcoholic and non-alcoholic drinks
- Take customer orders and provide drink recommendations
- Check identification to ensure legal drinking age
- Maintain a clean and organized bar area
- Manage cash and process payments accurately

EDUCATION HISTORY

2002 - 2004 : Glory Training Institute

Course : Diploma in Hospitality Management

Award : Diploma

1995 - 1998 : Matara Secondary School –Kenya

Course : Kenya Certificate of Secondary Education

Award : High School Diploma

1987 – 1994 : Maria-ini Primary School –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

