

JAMES NGUNYI KIBUI

ngunyikibui@gmail.com

+254 722 659 730

Current Address: Kenya

Dear Hiring Manager,

RE: APPLICATION FOR THE POSITION OF A WAITER / BARTENDER

I am writing to express my interest in the Waiter/Bartender position at your company. With over 17 years of hands-on experience in the hospitality industry, I have developed a strong reputation for delivering excellent customer service, working efficiently in fast-paced environments, and contributing positively to team success.

Throughout my career, I have worked in busy restaurants, bars, and high-volume venues, where I honed my skills in multitasking, handling customer requests with professionalism, and preparing and serving a wide range of beverages and meals. My ability to stay calm under pressure, maintain accuracy with orders, and build rapport with guests has consistently led to positive feedback and repeat customers.

I am confident that my deep industry knowledge, strong work ethic, and dedication to creating a welcoming and efficient service environment make me a valuable addition to your team. I take pride in my punctuality, attention to detail, and the ability to support both front and back-of-house operations.

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

Sincerely,

James Ngunyi Kibui



Email: ngunyikibui@gmail.com

Tel: +254 722 659 730

Nationality : Kenyan

Current Address: Kenya

Gender : Male

Year of Birth : 1987

KEY SKILLS

- Active Listening skills
- Adaptability Under Pressure
- Advanced communication and interpersonal skills
- Attention to detail and order accuracy
- Cash & Card Payment Handling
- Cleanliness & Hygiene Practices
- Communication & Teamwork
- Compliance with health protocols
- Conflict Resolution skills
- Customer Service Excellence
- Dependability & Punctuality
- Efficiency & Reliability
- Excellent problem-solving under pressure
- Excellent training skills
- Exceptional customer service
- Expert in food, wine, and cocktail
- Fast & Efficient Service
- Friendly & Approachable Demeanor
- Handling Complaints Professionally
- High-level multitasking skills
- Menu Memorization
- Multi skilled in Hotel Operations
- Multitasking in High-Volume Settings
- Opening & Closing Procedures
- Order Taking & Accuracy
- POS System Operation
- Strong upselling and suggestive selling
- Table Setting & Bussing
- Team Collaboration
- Time Management

LANGUAGE SKILLS

- English
- Swahili

INTERESTS

- Playing Rugby
- Socializing
- Travelling

REFEREES

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

JAMES NGUNYI KIBUI

WAITER / BARTENDER

PROFILE STATEMENT

Experienced and reliable waiter and bartender with over 17 years in the hospitality industry, delivering exceptional customer service in fast-paced environments. Skilled in food and beverage service, multitasking, and handling customer needs with professionalism and care. Known for strong communication, teamwork, and a friendly, approachable attitude. Committed to maintaining high standards of cleanliness, efficiency, and guest satisfaction.

WORK EXPERIENCE

2021 – Todate : **Bekam Hotel– Kenya**

Position : Waiter

Duties & Responsibilities

- Cleaning tables and resetting for new guests.
- Clearing plates and utensils during and after meals.
- Coordinating with kitchen staff to ensure timely service.
- Greeting and welcoming guests.
- Handling cash, credit, or mobile payments.
- Handling complaints or concerns professionally.
- Inputting orders into the POS (Point of Sale) system.
- Keeping the dining area clean and organized.
- Presenting and processing the bill.
- Presenting menus and answering questions about menu items.
- Setting up tables (silverware, napkins, condiments).
- Taking food and drink orders accurately.

2017 – 2020 : **Jimlizer Hotel Ltd– Kenya**

Position : Bartender

Duties & Responsibilities

- Preparing and serving alcoholic and non-alcoholic beverages to customers in a timely, professional, and responsible manner.

2011 - 2014 : **Verona Hotel - Kenya**

Position : Bartender

Duties & Responsibilities

- Mixing cocktails, pouring beer and wine, and serving non-alcoholic beverages
- Listening to guests' requests and providing recommendations based on preferences
- Keeping the bar area clean and organized, including washing glasses
- Tracking and restocking liquor, mixers, garnishes, and other bar supplies.
- Processing cash and card transactions accurately and balancing the cash register

2007 - 2010 : **The Emory 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.

EDUCATION HISTORY

2015 - 2016 : **Utalii College of Hospitality – Kenya**

Course : Certificate in Food and Beverage Service and Sales

Award : Certificate

2002 - 2005 : **Nanyuki High School –Kenya**

Course : Kenya Certificate of Secondary Education

Award : High School Diploma

CERTIFICATIONS

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

