

PERIS WANJIKU MAINA

perismaish13@gmail.com

+254797891312

Current Address: Kenya

Dear Hiring Manager,

RE: APPLICATION FOR THE POSITION OF A WAITRESS / BARISTA

I am writing to express my interest in the Waitress and Barista position at your company. With over ten years of hands-on experience in both café and restaurant settings, I have developed a strong foundation in customer service, food and beverage preparation, and fast-paced teamwork. I am confident that my skills, passion for hospitality, and ability to stay calm under pressure would make me a valuable addition to your team.

In my previous roles, I have balanced responsibilities between waitressing and barista duties—serving guests with professionalism while crafting high-quality coffee beverages to order. I take pride in creating a welcoming atmosphere, remembering regular customers' preferences, and ensuring every guest leaves with a positive impression. My ability to multitask efficiently during busy shifts, while maintaining attention to detail, has consistently contributed to smooth daily operations and high customer satisfaction.

I am proficient in using espresso machines, preparing a wide range of coffee and tea drinks, and handling POS systems. I'm also well-versed in maintaining cleanliness and hygiene standards, restocking supplies, and supporting my team with a positive, dependable attitude.

I would welcome the opportunity to bring my experience and enthusiasm to your café. Thank you for considering my application—I look forward to the opportunity to speak further and learn more about how I can contribute to your company's continued success.

Sincerely,

Peris Wanjiku Maina



Email: perismaish13@gmail.com

Tel: +254797891312

Nationality : Kenyan

Current Address: Kenya

Gender : Female

Year of Birth : 1994

KEY SKILLS

- Active Listening skills
- Adaptability Under Pressure
- Attention to Detail
- Basic equipment cleaning and upkeep
- Cash & Card Payment Handling
- Cleanliness & Hygiene Practices
- Coffee brewing techniques
- Communication & Teamwork
- Compliance health protocols
- Conflict Resolution skills
- Customer Service Excellence
- Dependability & Punctuality
- Efficiency & Reliability
- Espresso machine operation
- Excellent training skills
- Fast & Efficient Service
- Food & Beverage Knowledge
- Friendly & Approachable Demeanor
- Grinder calibration and maintenance
- Knowledge of Food Safety Standards
- Latte art basics
- Menu Memorization
- Milk steaming and frothing for lattes,
- Multi skilled in Hotel Operations
- Multitasking in High-Volume Settings
- Opening & Closing Procedures
- Order Taking & Accuracy
- POS (Point of Sale) system proficiency
- Safe food and beverage handling
- Table Setting & Bussing
- Team Collaboration & Time Management
- Upselling & Suggestive Selling
- Verbal Communication skills

LANGUAGE SKILLS

- English
- Swahili

INTERESTS

- Socializing
- Travelling

REFEREES

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

PERIS WANJIKU MAINA

WAITRESS / BARISTA

PROFILE STATEMENT

Experienced and dedicated Waitress and Barista with over ten years in the hospitality industry, known for delivering exceptional customer service in both fast-paced café environments and full-service restaurants. Skilled in coffee preparation, table service, order accuracy, and multitasking under pressure. Adept at building rapport with guests, handling special requests with professionalism, and maintaining a clean, welcoming atmosphere. Reliable, efficient, and passionate about creating positive dining and coffee experiences that keep customers coming back.

WORK EXPERIENCE

2022 – Todate : Maiyan Luxury Hotel– Kenya

Position : Barista

Duties & Responsibilities

- Make espresso-based drinks (lattes, cappuccinos)
- Brew coffee and tea following specific recipes and standards
- Customize beverages to meet customer preferences
- Use espresso machines, grinders, steam wands, brewers, and blenders safely
- Calibrate and maintain coffee equipment as needed
- Greet customers with a friendly and professional attitude
- Take orders accurately and handle special requests
- Answer questions about the menu or products
- Handle complaints or feedback courteously

2016 - 2018 : Comfy Inn Hotel, Eldoret - Kenya

Position : Waitress

Duties & Responsibilities

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

2013 - 2015 : Phoenicia Hotel Kiambu- Kenya

Position : Waitress

Duties & Responsibilities

- Accurately record customer orders and confirm special requests
- Communicate effectively fellow staff to ensure smooth service.
- 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.
- Provide menus and highlight daily specials or recommendations.
- Welcome guests warmly and escort them to their tables.

EDUCATION HISTORY

2019 - 2021 : Eldoret National Polytechnic – Kenya

Course : Diploma in Hotel and Hospitality Management

Award : Diploma

2008 - 2011 : Wiyumiririe Secondary 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

