

OSBORN MWANGI WANJIRU

osbornmwangi4@gmail.com

+97455633754

Current Address: Qatar

Dear Hiring Manager,

RE: APPLICATION FOR THE POSITION OF A WAITER / BARTENDER

I am writing to express my interest in the waiter and bartender position at your company. With over 14 years of hands-on experience in fast-paced dining and bar environments, I bring a deep commitment to customer satisfaction, a polished service style, and the ability to thrive under pressure—all qualities I believe align well with your team's standards.

Throughout my career, I've worked in a variety of settings ranging from upscale restaurants to busy pubs, consistently delivering exceptional service that keeps guests returning. My strengths lie in creating memorable guest experiences, multitasking efficiently during peak hours, and maintaining a strong knowledge of cocktails, wines, and menu pairings. Whether managing a full section of tables or working behind the bar crafting drinks, I approach every shift with professionalism, energy, and attention to detail.

Beyond my technical skills, I am known for being a team player who can easily adapt to different service styles and work cultures. I understand the value of clear communication, clean workspaces, and a respectful attitude in ensuring smooth operations and customer satisfaction.

I would be excited to bring my experience and passion to your enterprise and contribute to the positive, high-performing environment your venue is known for. I welcome the opportunity to speak with you further about how I can support your team and enhance your guests' experience.

Thank you for considering my application. I look forward to the possibility of discussing the role in more detail.

Sincerely,

Osborn Mwangi Wanjiru



Email: osbornmwangi4@gmail.com

Tel: +97455633754

Nationality : Kenyan

Current Address: Qatar

Gender : Male

Year of Birth : 1988

KEY SKILLS

- Active Listening Skills
- Advanced Communication and Interpersonal Skills
- Exceptional Customer Service
- Friendly & Approachable Demeanor
- Handling Complaints Professionally
- Conflict Resolution Skills
- Customer Service Excellence
- Strong Upselling and Suggestive Selling
- Operational & Technical Skills
- POS System Operation
- Cash & Card Payment Handling
- Menu Memorization
- Order Taking & Accuracy
- Opening & Closing Procedures
- Cleanliness & Hygiene Practices
- Compliance with Health Protocols
- Table Setting & Bussing
- Time Management
- Attention to Detail and Order Accuracy
- High-Level Multitasking Skills
- Multitasking in High-Volume Settings
- Efficiency & Reliability
- Communication & Teamwork
- Team Collaboration
- Excellent Training Skills
- Dependability & Punctuality
- Expert in Food, Wine, and Cocktail
- Multi-skilled in Hotel Operations
- Excellent Problem-Solving Skills
- Adaptability Under Pressure

LANGUAGES

- English
- Swahili

INTERESTS

- Sports
- Socializing
- Travelling

REFEREES

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

OSBORN MWANGI WANJIRU

WAITER / BARTENDER

PROFILE STATEMENT

Energetic and customer-focused Waiter and Bartender with over fourteen years of experience in fast-paced hospitality environments. Known for delivering exceptional service, creating memorable guest experiences, and maintaining high standards of cleanliness and efficiency. Skilled in menu knowledge, upselling, mixology, and managing high-volume service with professionalism and poise. Adept at working both independently and collaboratively, with strong communication, multitasking, and problem-solving abilities. Committed to upholding health and safety protocols while ensuring every guest feels valued and well served.

WORK EXPERIENCE

2021 – Todate : Professional Catering Co. - Qatar

Position : Waiter

Duties & Responsibilities

- Warmly welcome guests and escort them to their tables.
- Present menus and introduce daily specials.
- Accurately take food and beverage orders using POS systems or written notes.
- Deliver orders promptly and ensure proper presentation.
- Monitor guest satisfaction and respond to additional requests.
- Keep tables, chairs, and surrounding areas clean and sanitized.
- Follow all hygiene and safety protocols, including proper food handling.
- Process cash and card payments accurately.
- Issue bills and provide correct change or receipts.
- Address guest concerns or complaints professionally and efficiently.
- Escalate unresolved issues to management when necessary.
- Coordinate with kitchen and bar staff to ensure timely and accurate service.
- Communicate guest needs and feedback clearly with the team.
- Refill water, clear used dishes, and reset tables for new guests.
- Monitor table turnover and assist in managing waitlists when necessary.
- Assist in setting up dining areas before service.
- Help with end-of-day cleaning and closing tasks.

2017 – 2020 : Luna Bistro Club– Kenya

Position : Bartender

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

2013 - 2016 : Cabin Ridge Hotel and Lounge - Kenya

Position : Bartender

- Preparing and serving alcoholic and non-alcoholic beverages

2009 - 2012 : Blue Springs Hotel - Kenya

Position : Waiter

- Communicate effectively fellow staff to ensure smooth service.
- Deliver orders promptly and ensure everything is presented correctly.
- Maintain cleanliness and readiness of dining areas.
- Present the bill, process payments, and return change or receipts.
- Welcome guests warmly and escort them to their tables.

EDUCATION HISTORY

2004 - 2007 : HGM Kinoo Secondary School–Kenya

Course : Kenya Certificate of Secondary Education

Award : High School Diploma

1994 - 2003 : Aic Kamangu 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

