

SUSAN WAMBUI MUNYAKA
susanmunyaka107@gmail.com
Current Address: Kenya

Dear Hiring Manager,

RE: JOB APPLICATION FOR THE POSITION OF A BARISTA / WAITRESS

I am writing to express my interest in the waitress/barista position at your company. With over fifteen years of hands-on experience in fast-paced cafés, restaurants, and hospitality settings, I bring a strong work ethic, a passion for delivering excellent customer service, and the versatility to thrive in both front-of-house and barista roles.

Throughout my career, I have consistently maintained a friendly, professional demeanor while managing multiple tables, large orders, and busy coffee service with efficiency and care. I am skilled in preparing a wide range of espresso-based drinks and have developed a deep understanding of quality, consistency, and presentation. My experience includes handling POS systems, maintaining clean and organized workspaces, and supporting team members to ensure smooth daily operations.

What truly sets me apart is my ability to connect with customers and create a welcoming atmosphere that keeps them coming back. Whether I am recommending menu items, accommodating dietary needs, or remembering a regular's favorite drink, I take pride in the details that elevate the guest experience.

I would be excited to bring my energy, reliability, and customer-first mindset to the team at your enterprise. I am available for an interview at your convenience and look forward to the opportunity to contribute to your team.

Thank you for considering my application.

Sincerely,

Susan Wambui Munyaka

SUSAN WAMBUI MUNYAKA

Waitress / Barista

PROFILE AND CAREER OBJECTIVE

Experienced and customer-focused Barista and Waitress with over 15 years in the hospitality industry. Skilled in delivering high-quality service in fast-paced environments, with a strong background in coffee preparation, table service, and guest relations. Known for a friendly demeanor, attention to detail, and ability to build rapport with customers. Reliable, team-oriented, and passionate about creating memorable dining and café experiences.

WORK EXPERIENCE

2018 – Todate : **Radix Hotel – Nairobi - Kenya**
Position : Barista

Duties & Responsibilities

- Clean and sanitize equipment and work areas regularly.
- Customize drinks according to customer preferences.
- Ensure machines are operating correctly and safely.
- Follow food safety and hygiene regulations.
- Greet customers warmly and take orders.
- Maintain cleanliness of customer areas
- Monitor inventory of coffee beans, milk, syrups, and other supplies.
- Operate cash registers and handle point-of-sale (POS) systems.
- Prepare coffee and tea beverages
- Take payments via cash, card, or digital payment.
- Use espresso machines, grinders, blenders, and brewing equipment.
- Wash dishes, cups, and utensils.

2012 –2017 : **Homeland Inn Hotel - Kenya**
Position : Waitress

Duties & Responsibilities

- Greet guests warmly and promptly upon arrival
- Present menus and explain daily specials or promotions
- Answer questions about the menu, ingredients, and dietary options
- Take accurate food and drink orders
- Serve food and beverages to customers in a timely manner
- Check on guests regularly to ensure satisfaction
- Handle complaints or issues professionally and escalate when necessary

2005 –2010 : **Self Employment – Kenya**
Position : Hotel Owner

Duties & Responsibilities

- Manage the hotel's social media presence.
- Motivate staff and maintain good team morale.
- Order and restock as needed to avoid shortages.
- Serve food and drinks promptly and correctly.
- Take food and beverage orders accurately.
- Greet guests personally and ensure a warm, welcoming environment.
- Ensure licenses, insurance, and safety certifications are up to date.
- Handle guest complaints or requests quickly and professionally
- Hire, train, and supervise a small team
- Keep track of income and expenses

EDUCATION HISTORY

| | | |
|--------------------|---|---|
| 2001 - 2004 | : | Kamandura Girls High School- Kenya |
| Course | : | Kenya Secondary School Education |
| Award | : | KCSE High School Diploma |
| 1992 - 2000 | : | Limuru Town Primary School- Kenya |
| Course | : | Kenya Primary School Education |
| Award | : | KCPE Certificate |

CERTIFICATIONS

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



Email: susanmunyaka107@gmail.com

Nationality : Kenyan

Year of Birth : 1985

CORE COMPETENCIES

- Expert in espresso machine operation, maintenance, and troubleshooting
- Skilled in milk steaming, texturing, and creating latte art
- In-depth knowledge of coffee beans, roasts, brewing methods, and origins
- Proficient in cold brew and iced coffee preparation
- Cleaning, descaling, and calibrating grinders and espresso machines
- Strong understanding of food safety, hygiene, and sanitation standards
- Customer-focused with a friendly, welcoming demeanor
- Experienced in gracefully handling customer complaints and feedback
- Proven upselling techniques and ability to recommend menu items to boost sales
- Reliable team player who consistently meets or exceeds sales goals
- Skilled in using POS systems, handling cash and card transactions accurately
- Effective in managing inventory, placing supply orders, and maintaining stock
- Experienced in training and mentoring new baristas and waitresses
- Quick learner with multitasking ability
- Positive attitude and strong rapport-building with customers and staff

LANGUAGE SKILLS

- English
- Kiswahili

INTERESTS

- Travelling
- Cooking
- Socializing

REFEREES

I have over fifteen years of work experience in the hospitality industry having worked as a Barista and Waitress. Details about my referees are readily available upon request

