

EVANS MUNENE KIOGORA

+254795779420

Dear Hiring Manager,

RE: APPLICATION FOR THE POSITION OF A BARISTA / WAITER

I am writing to express my interest in the Waiter and Barista position at your company. With a strong background in customer service, coffee preparation, and food service, I am confident in my ability to provide guests with a warm and memorable experience that reflects the values and standards of your establishment.

Over the past four years, I have worked in fast-paced café and restaurant environments where delivering excellent service under pressure was key. As a waiter, I have developed a keen attention to detail, a friendly and professional demeanor, and the ability to anticipate guests' needs to ensure their satisfaction. As a barista, I have hands-on experience preparing a wide variety of espresso-based drinks, maintaining equipment, and ensuring quality with every cup. Cleanliness, speed, and consistency are values I bring to every shift.

Beyond technical skills, I truly enjoy interacting with people and take pride in creating a welcoming atmosphere for every guest. I understand the importance of teamwork, punctuality, and maintaining a positive attitude—especially during busy hours.

I would love the opportunity to bring my experience and enthusiasm to your enterprise. I am available for an interview at your convenience and look forward to the chance to contribute to your team. Thank you for considering my application.

Sincerely,

Evans Munene Kiogora



Tel : +254795779420
Nationality : Kenyan
Year of Birth : 2000
Current Address: Nairobi – Kenya

CORE COMPETENCIES

- Ability to handle customer complaints professionally
- Active listening and clear communication
- Adaptability and flexibility
- Attention to detail
- Building rapport with regular customers
- Cleaning and sanitizing equipment and workspaces
- Conflict resolution and problem-solving
- Drink customization and recipe accuracy
- Espresso machine operation
- Excellent Driving Skills
- Friendly and approachable demeanor
- Good ICT skills
- Handling cash, credit, and mobile payments
- Knowledge of coffee beans and brewing methods
- Knowledge of food safety and hygiene practices
- Latte art and milk texturing
- Managing tips and providing correct change
- Multitasking in fast-paced environments
- Operating cash registers and POS systems
- Processing transactions accurately
- Speed and consistency during high-volume service
- Stocking and organizing supplies efficiently
- Strong work ethic and reliability
- Time management skills

LANGUAGE SKILLS

- English
- Kiswahili

INTERESTS

- Travelling
- Socializing
- Swimming

REFEREES

I have over four years of work experience as a Barista and Waiter. Details about my referees are readily available upon request.

EVANS MUNENE KIOGORA

Barista / Waiter

PROFILE STATEMENT

Friendly, reliable, and customer-focused Waiter and Barista with four years of experience in busy cafés and restaurants. Skilled in delivering high-quality table service, preparing a wide range of espresso-based drinks, and creating a welcoming atmosphere for guests. Adept at working in fast-paced environments, maintaining cleanliness and efficiency, and ensuring customer satisfaction. A strong team player with excellent communication skills and a genuine passion for hospitality.

WORK EXPERIENCE

2024 – Todate : **Tobriana Hotel & Restaurant, Kenya**
Position : Barista

Duties & Responsibilities

- Greet customers warmly and take beverage or food orders accurately
- Answer questions about menu items and make recommendations
- Provide excellent, friendly, and timely service to customers satisfaction
- Prepare and serve a variety of hot and cold drinks, such as espresso
- Follow recipes and presentation standards consistently
- Operate espresso machines, grinders, blenders, and brewing equipment
- Prepare and serve light food items (e.g., pastries, sandwiches, snacks)
- Ensure food safety and hygiene standards are maintained
- Operate the cash register or point-of-sale system
- Process payments (cash, card, mobile) and issue receipts
- Handle refunds or resolve billing issues as needed
- Clean and sanitize work areas, equipment, and seating areas regularly
- Monitor inventory levels and notify management for restocking
- Assist with unloading and organizing deliveries
- Perform routine maintenance or cleaning of coffee equipment

2021 – 2023 : **Hotel La Cascada - Kenya**
Position : Waiter

Duties & Responsibilities

- Greeting and Seating Guests
- Warmly welcome customers as they arrive.
- Escort guests to their tables and provide menus.
- Accurately take food and drink orders.
- Answer questions about the menu, including ingredients, and specials.
- Offer recommendations based on customer preferences.
- Deliver food and drinks to tables in a timely and professional manner.
- Check on customers during their meal to ensure satisfaction.
- Providing Excellent Customer Service
- Respond promptly and courteously to customer requests or concerns.
- Handle complaints professionally and escalate if necessary.
- Prepare tables before guests arrive (e.g. cutlery, glasses, condiments).
- Clear used dishes and reset tables for the next guests.

EDUCATION BACKGROUND

2019 - 2020	:	Thika Technical Training Institute– Kenya
Course	:	Certificate in Hotel and Hospitality
Award	:	Certificate
2015 - 2018	:	Fanaka Secondary School– Kenya
Course	:	Kenya Secondary School Education
Award	:	KCSE High School Diploma

CERTIFICATIONS

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

