

ALLAN OTIENO OROKA

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Dear Hiring Manager,

RE: APPLICATION FOR THE POSITION OF A BARISTA AND WAITER

I am writing to express my interest in the position at your establishment. With over eight years of experience working as both a waiter and barista in busy cafés and restaurants, I bring a well-rounded skill set, a strong work ethic, and a genuine passion for delivering excellent customer service.

Throughout my career, I have developed the ability to work efficiently in fast-paced environments, balancing attention to detail with speed and professionalism. As a waiter, I have consistently provided attentive, friendly service, handled orders accurately, and ensured that each guest enjoys a seamless dining experience. As a barista, I have mastered a wide range of coffee techniques, maintained a clean and organized workspace, and cultivated a warm, welcoming environment for regulars and new customers alike.

I pride myself on being reliable, approachable, and a strong team player. I thrive under pressure and understand the importance of clear communication, especially during peak service times. I am confident that my experience, combined with my dedication to hospitality, would make me a valuable addition to your team.

Thank you for considering my application. I would welcome the opportunity to discuss how I can contribute to your team and help create exceptional experiences for your customers. I am available for an interview at your convenience and look forward to the possibility of joining your team.

Sincerely,

Allan Otieno Oroka



Tel : +965 517 81868
Email: orokaallan@gmail.com
Nationality : Kenyan
Current Address: Kuwait

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 skills
- Friendly and approachable demeanor
- 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
- Reading

REFEREES

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

ALLAN OTIENO OROKA

Barista / Waiter

PROFILE STATEMENT

Dedicated and customer-focused hospitality professional with over eight years of combined experience as a waiter and barista in fast-paced cafes, restaurants, and hospitality environments. Skilled in delivering exceptional customer service, maintaining high standards of cleanliness and presentation, and ensuring a seamless dining and beverage experience. Adept at multitasking under pressure, managing customer orders efficiently, and fostering a welcoming atmosphere that encourages repeat business. Brings a strong work ethic, a positive attitude, and a deep passion for food, coffee, and creating memorable guest experiences.

WORK EXPERIENCE

2022 – 2025

: Mais Alghanim Hotel, Kuwait

Position

: Barista

Duties & Responsibilities

- Answer questions about menu items and make recommendations
- Assist with unloading and organizing deliveries
- Clean and sanitize work areas, equipment, and seating areas regularly
- Collaborate with team members to maintain smooth workflow
- Communicate effectively with coworkers and management
- Ensure food safety and hygiene standards are maintained
- Follow recipes and presentation standards consistently
- Greet customers warmly and take beverage or food orders accurately
- Handle refunds or resolve billing issues as needed
- Monitor inventory levels and notify management for restocking
- Operate espresso machines, grinders, blenders, and brewing equipment
- Operate the cash register or point-of-sale system
- Participate in team meetings or training sessions
- Perform routine maintenance or cleaning of coffee equipment
- Prepare and serve a variety of hot and cold drinks, such as espresso, lattes, cappuccinos, teas, and smoothies
- Prepare and serve light food items (e.g., pastries, sandwiches, snacks)
- Process payments (cash, card, mobile) and issue receipts
- Provide excellent, friendly, and timely service to ensure customer satisfaction
- Restock supplies (cups, syrups, coffee beans, milk, etc.)
- Wash dishes, utensils, and tools used in drink and food preparation

2018 – 2020

: Blue Horizon Hotel- Kenya

Position

: Waiter

Duties & Responsibilities

- Greet customers warmly and take beverage or food orders accurately
- Process payments (cash, card, mobile) and issue receipts
- Provide excellent, friendly, and timely service to ensure customer satisfaction
- Wash dishes, utensils, and tools used in drink and food preparation

EDUCATION BACKGROUND

2015

:

NAS Servair Nairobi – Kenya

Course

:

Certificate in Inflight Catering

Award

:

Certificate

2011 - 2014

:

Aquinas High 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

