



Topister Imonje Baraza

Waitress

Contact

+254 728 024 456

imonjetopister@gmail.com

Nairobi, Kenya

About Me

Friendly, dependable, and highly motivated food service professional with over 8 years of experience in the hospitality industry, including roles in high-end restaurants, retail beverage service, and international aviation catering. Skilled in customer service, food and beverage operations, and maintaining hygiene standards in high-volume environments.



Languages

- English – Proficient
- Swahili – Native

Skills

- Excellent customer service & communication
- Food & beverage handling
- Teamwork and collaboration
- Time management & multitasking
- POS and billing systems
- Working under pressure
- Fast learner and adaptable

Education

- Diploma in Catering & Hospitality Management
Nairobi Aviation College, Nairobi, Kenya (2012 – 2014)

- Kenya Certificate of Secondary Education (KCSE)
Ruthimtu Girls Secondary School, Nairobi, Kenya (2005 – 2008)

- Kenya Certificate of Primary Education (KCPE)
Dagoretti Primary School, Nairobi, Kenya (1997 – 2004)

Work Experience

Food Server – Ochard Food Court , Doha

August 2024 – July 2025

- Delivered food and beverage service in a fast-paced airport dining environment.
- Maintained strict hygiene and safety standards in compliance with aviation hospitality regulations.
- Attended to guest needs with professionalism, efficiency, and attention to detail.
- Collaborated effectively with a multicultural team, especially during peak service hours.

Customer Service Attendant – Thirsty Oak Liquor Store, Kenya

2021 – 2024

- Assisted customers with product selection and provided knowledgeable recommendations.
- Managed POS operations and cash handling with accuracy and accountability.
- Conducted inventory checks, restocking, and visual merchandising of products.
- Delivered exceptional service that promoted repeat customer visits.

Waitress – Tomoca Kenya

2020 – 2021

- Took and processed customer orders promptly and accurately.
- Ensured dining area cleanliness and coordinated with kitchen staff for smooth operations.
- Educated guests on specialty coffee options and promoted upselling of menu items.
- Balanced dine-in and takeaway orders while maintaining a warm, welcoming attitude.

Waitress – Artcaffé Coffee & Bakery, Kenya

2016 – 2020

- Provided efficient service in a high-traffic café environment.
- Greeted and attended to guests, took orders, served meals, and processed payments.
- Maintained excellent customer satisfaction through attentive and friendly service.
- Participated in regular training on food safety, customer care, and menu knowledge.

References

James Mwangi

Manager, Thirsty Oak:

Phone: +254721 620 763

Jeff Kaize

Branch Manager, Artcaffé

Phone: +254726 760 259

Mr. Firoj Mohammed

Line Manager, Orchard Food Court, Doha

Phone: +974 3369 1771

Ms. Sally Kimaru

Team Leader, Orchard Food Court, Doha

Phone: +974 7405 6031