



Topister Imonje Baraza

Waitress

Contact

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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)
Ruthimitu Girls Secondary School, Nairobi, Kenya (2005 – 2008)
- Kenya Certificate of Primary Education (KCPE)
Dagoretti Primary School, Nairobi, Kenya (1997 – 2004)

Work Experience

- Food Server – Orchard 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

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| 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
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