



JAMES MWANGI

WAITER

Professional and enthusiastic food and beverage service staff with hands-on experience in delivering world-class guest service. Skilled in order taking, table setup, POS operations, cash handling, and upselling. Dedicated to maintaining high standards of hygiene and presentation while ensuring guests enjoy a memorable dining experience. Known for teamwork, a positive attitude, and strong communication skills in fast-paced hospitality environments.

CONTACTS

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EDUCATION

2019 – 2022

HIGH SCHOOL
CERTIFICATE

LANGUAGES

- English (Native)
- Swahili (Native)

CAREER OBJECTIVES

To deliver exceptional guest experiences by applying my hands-on skills in hospitality and food & beverage service. I aim to contribute to a dynamic hotel or restaurant through excellent customer service, efficient order taking, accurate POS handling, and effective upselling. My goal is to grow within a reputable international brand, enhance service standards, and build a successful long-term career in hospitality.

EXPERIENCES

OCTOBER 2024–SEPTEMBER 2025

WAITER / FOOD & BEVERAGE SERVICE

TAIDY'S RESTAURANT

ELDAMA RAVINE- KENYA

- Provided exceptional guest service by greeting guests, presenting menus, and recommending dishes based on preferences and dietary needs.
- Took accurate food and beverage orders and processed them using POS systems for timely service.
- Delivered food and beverages promptly while ensuring high standards of service and guest satisfaction.
- Handled cash and card payments, generated bills, and maintained billing accuracy.
- Coordinated with kitchen staff to fulfill special requests and ensure efficient food delivery.
- Promoted daily specials and upsold menu items, increasing sales and enhancing guest experience.
- Maintained cleanliness, hygiene, and organization in the dining area.
- Collaborated effectively with team members to ensure smooth operations during busy periods.
- Addressed and resolved guest complaints professionally to maintain high satisfaction levels.
- Provided personalized service tailored to guest preferences and special occasions.

AWARDS

Heart of the house–

Recognized for exceptional professionalism, neatness, and consistency in service delivery.

Smile machine –A monthly recognition for individual's personality.

SKILLS

- Customer Service Excellence
- Complaint Resolution
- Upselling & Cross-Selling
- POS Systems (Point of Sale)
- Cash Handling & Billing
- Multitasking in High-Volume Service
- Time Management

INTERESTS

- Hospitality and Guest Service
- Cross-Cultural Communication.

JANUARY 2023 – JULY 2024

FOOD AND BEVERAGE CERTIFICATE STUDY

RIFT VALLEY TRAINING INSTITUE

KENYA

- Trained in professional food and beverage service techniques.
- Knowledge of menu presentation and order taking.
- Skilled in table setting and service styles.
- Understanding of beverage preparation including coffee, tea, and soft drinks.
- Strong customer service and guest interaction skills.
- while representing the establishment.
- Trained in hygiene, food safety, and workplace cleanliness.
- Familiar with billing procedures and use of POS systems.
- Experienced in teamwork and communication within hospitality environments.

REFERENCES

To be provided upon request.