

**LENITY MWENDWA**

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To The Hiring Manager,

Dear Hiring Manager,

**RE: JOB APPLICATION FOR THE POSITION OF A WAITRESS**

I am writing to express my interest in the waitress position at your restaurant. With over six years of experience in the hospitality industry, I have developed a strong background in delivering excellent customer service, managing fast-paced dining environments, and ensuring a welcoming atmosphere for all guests.

Throughout my career, I have worked in a variety of restaurant settings, from casual eateries to high-end establishments. This has equipped me with the flexibility to adapt quickly, remain composed under pressure, and maintain high service standards. My strengths include taking and delivering orders accurately, handling customer inquiries with professionalism, and promoting menu specials to enhance the dining experience.

I take pride in building rapport with guests, working collaboratively with team members, and staying attentive to detail. I believe that my positive attitude, reliability, and passion for hospitality would make me a valuable addition to your team. Thank you for considering my application. I am available for an interview at your convenience.

Sincerely,

Lenity Mwendwa



# LENITY MWENDWA

## WAITRESS

### PROFILE AND CAREER OBJECTIVE

A professionally trained waitress with over six years of experience delivering high-quality customer service in fast-paced restaurant environments. Known for a friendly demeanor, strong work ethic, and the ability to manage multiple tasks under pressure. Skilled in order accuracy, upselling techniques, and ensuring customer satisfaction through attentive service. Proven track record of fostering repeat business through a positive dining experience and a deep knowledge of food and beverage offerings.

### WORK EXPERIENCE

**2023 – Todate** : AA Lodges Amboseli  
Position : Waitress

#### Duties & Responsibilities

- Accurately recording food and beverage orders.
- Assisting in managing the dining area during busy shifts.
- Checking in with guests to ensure a positive experience.
- Communicating special requests or concerns clearly.
- Coordinating special events, group seating, and timing.
- Delivering orders to tables in a timely and professional manner.
- Ensuring adherence to health, safety, and alcohol-serving regulations.
- Handling cash, card, or digital transactions.
- Helping track front-of-house supplies like condiments, utensils, or menus.
- Keeping tables, menus, and dining areas tidy.
- Mentoring and coaching junior wait staff on procedures and customer service.
- Offering feedback to management on service flow or customer preferences.
- Promoting specials or high-margin items to increase sales.
- Recommending dishes and answering questions about ingredients or dietary needs.
- Remembering regular guests and providing personalized service.
- Resolving customer issues calmly and professionally.
- Welcoming customers promptly and courteously.

**2018 – 2020** : Cascade Restaurant  
Position : Waitress

#### Duties & Responsibilities

- Accurately handle billing, change, and receipts.
- Answer questions about menu items, specials, and promotions.
- Balance cash drawer or payment system at end of shift.
- Check in during meals to ensure satisfaction and address any issues.
- Escort customers to tables and present menus.
- Greet guests warmly upon arrival.
- Monitor table progress to ensure timely service.
- Present checks and process payments (cash, card, mobile apps).
- Provide timely updates on order status, delays, or unavailable items.
- Relay orders to the kitchen and bar staff.
- Serve food and beverages to guests.
- Take accurate food and beverage orders.

### EDUCATION HISTORY

2016 - 2018 : Amboseli Institute of Hospitality  
Course : Diploma in Hospitality Management  
Award : Diploma

2012 – 2015 : St Theresa's Girl's Riiji - Meru  
Course : Kenya Certificate of Secondary Education  
Award : High School Diploma

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Address : Nairobi, Kenya  
Nationality : Kenyan  
Years of Birth : 1996

### KEY SKILLS

- Willingness to learn fast and take up challenging responsibilities
- Very strong desire to succeed
- Thorough and attentive to details
- Good time management skills
- Good physical fitness and endurance
- Good ICT skills
- Good Communication Skills
- Flexible and always open to change.
- Excellent customer service skills
- Ability to work with or without supervision
- Ability to work on my own and as part of a team
- Ability to work in fast paced environment where work deadlines are prioritized.
- Ability to learn fast and relate well with all stakeholders
- Ability to carry out tasks on a computer or hand-held devices

### LANGUAGE SKILLS

- English
- Swahili

### INTERESTS

- Socializing
- Travelling
- Reading

### REFEREES

I have over six years of work experience in the service industry having worked as a waitress. Details about my referees are readily available upon request.

