

# AGNES SESEE KABALA

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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 company. With over seven years of experience providing excellent service in fast-paced dining environments, I bring a proven ability to ensure guest satisfaction, manage high-volume tables, and maintain a warm, professional demeanor under pressure.

In my previous roles, I consistently received commendations from both guests and management for my attention to detail, efficiency, and team collaboration. I am comfortable handling both casual and upscale dining service, and I pride myself on remembering regular guests' preferences, managing multiple tables seamlessly, and resolving customer concerns quickly and gracefully.

What sets me apart is my commitment to creating memorable guest experiences. I believe that exceptional service is not just about delivering food—it's about creating a welcoming atmosphere, anticipating needs, and contributing to the overall success of the restaurant. My experience also includes training new staff, suggesting upsells that increased nightly revenue, and maintaining clean, organized sections in compliance with health and safety standards.

I would welcome the opportunity to bring my enthusiasm and professionalism to your team. I am available for interviews at your convenience.

Thank you for considering my application. I look forward to the opportunity to contribute to your company's continued success.

Sincerely,

Agnes Sese Kabala



# AGNES SESEE KABALA

## Waitress

### PROFILE STATEMENT

A professional waitress with over seven years of experience in fast-paced dining environments who is seeking to leverage strong communication skills, attention to detail, and a proven ability to handle high-volume service efficiently in a dynamic hospitality setting. I am committed to delivering exceptional customer service and creating memorable guest experiences. Eager to contribute to a team-oriented establishment that values professionalism, growth, and customer satisfaction.

### WORK EXPERIENCE

**2019 – 2025**

**: Aroma Restaurant and Lounge, Nairobi**

Position

: Waitress

#### Duties & Responsibilities

- Welcome customers warmly upon arrival and guide them to their tables.
- Suggest additional items such as appetizers, desserts, or drinks to increase sales.
- Set up tables with linens, utensils, and condiments before guests arrive.
- Remove dishes and clean tables efficiently after guests leave.
- Refill water and beverages throughout the meal without prompting.
- Provide menus and explain daily specials or promotional items.
- Present bills, accept payments (cash/card), and return change or receipts.
- Periodically check on guests to ensure satisfaction and respond to any additional needs.
- Keep service areas, tables, and workstations clean and organized.
- Deliver meals and drinks promptly and correctly to the right guests.
- Coordinate with kitchen staff, hosts, and other servers to ensure
- Adhere to hygiene, food safety, and sanitation guidelines at all times.
- Address customer complaints professionally and seek solutions or escalate to a manager when needed.
- Accurately take food and beverage orders and communicate them clearly to the kitchen and bar.

**2017 – 2018**

**: Stage Hotel LangaLanga**

Position

: Server

#### Duties & Responsibilities

- Greet and seat guests warmly as they arrive.
- Present menus and explain daily specials or promotions.
- Relay orders to the kitchen and bar using POS systems or written notes.
- Serve food and beverages promptly and correctly.
- Take customer orders accurately and efficiently.

### EDUCATION BACKGROUND

**Oct 2015 – Jan 2016 :**

**Light Computer College – Kenya**

Course

: Computer Course

Award

: Certificate

**April – Nov 2003 :**

**Psycaca Counselling & Training Centre**

Course

: Diploma in Counselling

Award

: Diploma

**1999 - 2002**

**LangaLanga Secondary School – Kenya**

Course

: Kenya Secondary School Education

Award

: KCSE High School Diploma

Tel : +254720557071

Email: seseekab@gmail.com

Nationality : Kenyan

Gender : Female

Date of Birth : 1984

### CORE COMPETENCIES

- Willingness to help with other duties (e.g., cleaning, setting tables)
- Understanding of menu items and ingredients
- Time management
- Strong verbal communication
- Staying calm and focused during busy hours
- Point-of-Sale (POS) system operation
- Multitasking in fast-paced environments
- Memory for orders and special requests
- Knowledge of food safety and hygiene practices
- Friendly and welcoming demeanor
- Fast-paced walking and lifting
- Coordination with kitchen and bar staff
- Conflict resolution and patience
- Basic math for billing and handling payments
- Attentiveness to customer needs
- Attention to detail (e.g., correct orders, table settings)
- Ability to work under supervision and as part of a team
- Ability to stand for long periods
- Ability to handle complaints gracefully
- Ability to carry multiple plates and trays safely

### LANGUAGE SKILLS

- Proficiency in English and Kiswahili

### INTERESTS

Travelling, Socializing & Reading

### REFEREES

I have over seven years of work experience as a waitress and server. Details about my referees are readily available upon request.

