

JANE WAHU WACHUKA

jwachuka588@gmail.com

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Dear Hiring Manager,

RE: APPLICATION FOR THE POSITION OF A WAITRESS

I am writing to express my interest in the waitress position at your company. With over four years of hands-on experience in busy and customer-focused restaurant environments, I have developed a strong ability to provide efficient, courteous, and attentive service that enhances the dining experience for every guest.

Throughout my career, I have consistently demonstrated a commitment to delivering high-quality customer service while managing multiple tables, complex orders, and fast-paced shifts. I am skilled in operating POS systems, upselling menu items, maintaining cleanliness and compliance with food safety standards, and collaborating effectively with kitchen and front-of-house staff. My ability to remain calm under pressure and prioritize customer satisfaction has often led to positive feedback and repeat customers.

What sets me apart is my passion for hospitality and creating a warm and welcoming atmosphere for guests. I take pride in my strong communication skills, attention to detail, and ability to anticipate guest needs without being prompted.

I am excited about the opportunity to contribute my experience and enthusiasm to the team at your establishment. Thank you for considering my application.

Sincerely,

Jane Wahu Wachuka



Tel : +254723386967
Email: jwachuka588@gmail.com
Nationality : Kenyan

CORE COMPETENCIES

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

LANGUAGE SKILLS

- Proficiency in English and Kiswahili
- Basic French

INTERESTS

Travelling, Socializing & Reading

REFEREES

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

JANE WAHU WACHUKA

Waitress / Server

PROFILE STATEMENT

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

WORK EXPERIENCE

2024 – Todate : **Oakwood Restaurant, Nairobi**
Position : Waitress

Duties & Responsibilities

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

2022 – 2023 : **Convergent Hotel - Kenya**
Position : Server & Waitress

Duties & Responsibilities

- Greet and seat guests warmly as they arrive.
- Present menus and explain daily specials or promotions.
- Take customer orders accurately and efficiently.
- Relay orders to the kitchen and bar using POS systems or written notes.
- Serve food and beverages promptly and correctly.
- Check on guests during their meals to ensure satisfaction.
- Refill drinks and respond quickly to additional requests.
- Clear used dishes and reset tables for the next customers.

EDUCATION BACKGROUND

2021	:	Petanns Institute – Kenya
Course	:	International Computer Driving License
Award	:	Certificate
2017 - 2020	:	Komothai Girls Technical School – Kenya
Course	:	Kenya Secondary School Education
Award	:	KCSE High School Diploma

