

OSBORN MWANGI WANJIRU

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To The Hiring Manager,

Dear Hiring Manager,

RE: JOB APPLICATION FOR THE POSITION OF A STEWARD

I am writing to express my interest in the Steward position at your company. With over six years of hands-on experience in hospitality and stewarding services, I have developed a strong reputation for reliability, attention to detail, and exceptional guest service. I am confident in my ability to contribute positively to your team and uphold the high standards of comfort and cleanliness expected in this role.

Throughout my career, I have worked in fast-paced environments where I handled responsibilities such as cleaning, food and beverage service, inventory control, and maintaining health and safety protocols. My strength lies in my ability to anticipate guest needs, stay calm under pressure, and work collaboratively with both front-line and support staff to deliver seamless service.

What sets me apart is my commitment to discretion, professionalism, and adaptability—qualities I believe are crucial in maintaining a refined guest experience. I am well-versed in hygiene and safety procedures, and I take pride in maintaining a clean, organized, and welcoming environment at all times.

I would welcome the opportunity to discuss how I can bring value to your team. I am available at your convenience for an interview and can provide references upon request.

Thank you for considering my application. I look forward to the possibility of joining your esteemed team.

Sincerely,

Osborn Mwangi Wanjiru

OSBORN MWANGI WANJIRU

Steward

PROFILE STATEMENT

A reliable steward with over five of experience in hospitality and service environments, known for delivering exceptional service and maintaining the highest standards of cleanliness, organization, and guest satisfaction. Adept at managing dining operations, housekeeping tasks, and safety protocols with precision and discretion. Strong interpersonal skills and a proactive attitude enable effective teamwork and smooth coordination in high-pressure settings. Committed to creating a welcoming and comfortable atmosphere for guests and staff alike.

WORK EXPERIENCE

2021 – 2025 : **Professional Cleaning Co. Qatar**
Position : Steward

Duties & Responsibilities

- Maintain cleanliness of cabins, guest rooms, lounges, and common areas.
- Make beds, change linens, and replenish towels and amenities.
- Ensure cleanliness of dining areas, pantries, and restrooms.
- Set up and serve meals and beverages to guests or crew.
- Assist in kitchen prep or deliver meals from the galley.
- Clear dishes and clean up after meals.
- Monitor and replenish supplies such as toiletries, linens, and pantry items.
- Maintain records of stock usage and report shortages.
- Follow sanitation and hygiene protocols strictly.
- Adhere to health, safety, and environmental policies.
- Greet and assist guests with requests or inquiries.
- Provide discreet, courteous, and professional service.
- Handle special requests (e.g., dietary needs, laundry, turndown service).
- Wash, iron, and fold clothes and uniforms.
- Maintain guests' wardrobes as required.
- Assist in the setup and breakdown of events or functions.
- Ensure guest comfort and satisfaction during events.
- Coordinate with other stewards, housekeeping, and kitchen staff.
- Report maintenance issues or guest complaints to supervisors.

2018 –2020 : **Blue Springs Hotel –Nairobi, Kenya**
Position : Room Steward

Duties & Responsibilities

- Vacuuming, sweeping and mopping floors
- Use safe cleaning equipment and chemicals to address spill
- Perform cleaning duties with efficiency
- Notifying managers of necessary repairs
- Manage linens and sometimes laundry from all guest rooms
- Maintain cleanliness throughout the hotel at all times
- Keeping facilities and common areas clean and maintained
- Collecting and disposing of trash

EDUCATION BACKGROUND

2004 - 2007	:	HGM Kinoo Secondary School
Course	:	Kenya Secondary School Education
Award	:	High School Diploma
1994 - 2003	:	Aic Kamangu Primary School
Course	:	Kenya Primary School Education
Award	:	KCPE Certificate



Tel : +97455633754
Email: osbornmwangi4@gmail.com
Nationality : Kenyan
Current Address : Qatar
Year of Birth : 1988

CORE COMPETENCIES

- Ability to follow and give instructions
- Ability to handle complaints gracefully
- Ability to multitask under pressure
- Ability to stand for long hours
- Ability to work in diverse teams
- Active listening skills
- Adaptability and Flexibility
- Attention to detail
- Attentiveness to guest needs
- Basic food preparation and serving skills
- Clear verbal communication
- Confidentiality and Discretion
- Cooperative and respectful attitude
- Efficient time management
- Friendly, professional demeanor
- Problem-Solving Abilities
- Proficiency in housekeeping techniques
- Table setting and etiquette
- Use of cleaning tools and chemicals safely

LANGUAGE SKILLS

- Proficiency in English and Kiswahili

INTERESTS

- Travelling
- Socializing
- Sports

REFEREES

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

