

**VIVIAN NJERI MURIITHI**

vivianmuriithi@gmail.com

**+254 703 823582**

---

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 establishment. With over eight of experience in the food service industry, I bring a proven track record of providing exceptional customer service in fast-paced, high-volume environments. I am confident in my ability to contribute positively to your team and deliver a welcoming and memorable dining experience to your guests.

In my previous roles as a waitress, I consistently maintained high customer satisfaction ratings by ensuring timely service, accurate order handling, and a friendly attitude. I am skilled in using POS systems, managing multiple tables efficiently, and resolving customer concerns with professionalism and care. I pride myself on my strong work ethic, attention to detail, and ability to remain calm and focused during busy shifts.

What sets me apart is my commitment to creating a positive atmosphere for guests and teammates alike. I believe in going above and beyond to ensure every customer feels welcomed and well-cared for, whether it's by offering personalized menu recommendations or simply providing attentive service with a smile.

I would welcome the opportunity to bring my enthusiasm, reliability, and service-oriented approach to your team. Thank you for considering my application. I look forward to the chance to speak with you further about how I can contribute to the continued success of your establishment.

Sincerely,

Vivian Njeri Muriithi



Tel : +254 703 823582  
Email: vivianmuriithi@gmail.com  
Address : Nairobi, Kenya  
Nationality : Kenyan

## KEY SKILLS

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

## LANGUAGE SKILLS

- English
- Swahili

## INTERESTS

- Socializing
- Travelling
- Reading

## REFEREES

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

# VIVIAN NJERI MURIITHI

## WAITRESS

### PROFILE AND CAREER OBJECTIVE

I am a self-motivated, ambitious, hardworking and result oriented lady who is able to work in a multi- cultural environment in order to deliver on multiple projects. My urge is to make more significant contribution in developing new business opportunities and excellently satisfying customers' needs by working in dynamic, national, multinational and fast growing institution that promotes career development and an opportunity to develop new skill and abilities.

### WORK EXPERIENCE

**2018 – Todate** : Kivi Milimani Hotel  
Position : Waitress

#### Duties & Responsibilities

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

**2016 – 2018** : Vintage Hotel  
Position : Waitress

#### Duties & Responsibilities

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

### EDUCATION HISTORY

**2013 – 2014** : College of Human Resource Management  
Course : Higher Diploma in Human Resource Management  
Award : Higher Diploma

**2011 - 2012** : Nairobi Institute of Business Studies  
Course : Diploma in Business Administration  
Award : Diploma

**2007 – 2010** : Gatanga Girls Secondary School  
Course : Kenya Certificate of Secondary Education  
Award : High School Diploma

