

## **DIANA JEMUTAI KIPRONO**

+254 724 682 720

dianajemutai698@gmail.com

Current Address: Nairobi - Kenya

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Dear Hiring Manager,

I am writing to express my interest in the waitress position at your organization. With a strong background in customer service and a friendly, professional demeanor, I am confident in my ability to contribute positively to your team and provide guests with a memorable dining experience.

I have experience working in fast-paced restaurant environments where I have developed a strong ability to multitask, remain calm under pressure, and ensure that every guest feels welcome and valued. I take pride in being attentive, efficient, and maintaining a positive attitude throughout each shift. Whether I am taking orders, delivering meals, or supporting my coworkers, I strive to keep operations running smoothly and customers satisfied.

I am flexible with scheduling, available for day, night, and weekend shifts, and always willing to take on additional responsibilities when needed. I believe that hospitality is all about creating a warm and welcoming environment, and I bring that mindset to every interaction.

I would welcome the opportunity to join your team and contribute to the high standards of service at your company. Thank you for considering my application. I look forward to the possibility of discussing this opportunity further.

Sincerely,

Diana Jemutai Kiprono



# DIANA JEMUTAI KIPRONO

## WAITRESS

### PROFILE AND CAREER OBJECTIVE

Friendly, dependable, and service-oriented waitress with a proven track record of delivering outstanding customer experiences in fast-paced restaurant settings. Eager to bring strong communication abilities, efficiency, and a genuine passion for hospitality to a team-focused environment. Known for attention to detail, a positive attitude, and a commitment to creating a warm, welcoming atmosphere for guests. Dedicated to supporting team success and ensuring every customer leaves satisfied.

### WORK EXPERIENCE

**2023 – 2025** : County Hotel, Migori – Kenya

Position : Waitress

#### *Duties & Responsibilities*

- Accurately handle billing, change, and receipts.
- Accurately recording food and beverage orders.
- Assisting in managing the dining area during busy shifts.
- Balance cash drawer or payment system at end of shift.
- Communicating special requests or concerns clearly.
- Delivering orders to tables in a timely and professional manner.
- Ensuring adherence to health, safety, and alcohol-serving regulations.
- Helping track front-of-house supplies like condiments, utensils, or menus.
- Offering feedback to management on service flow or customer preferences.
- Promoting specials or high-margin items to increase sales.
- Provide timely updates on order status, delays, or unavailable items.
- Recommending dishes and answering questions about ingredients

**2021 - 2022** : Railways Hotel – Kenya

Position : Waitress

#### *Duties & Responsibilities*

- Welcoming customers promptly and courteously.
- Take accurate food and beverage orders.
- Serve food and beverages to guests.
- Remembering regular guests and providing personalized service.
- Relay orders to the kitchen and bar staff.
- Present checks and process payments (cash, card, mobile apps).
- Monitor table progress to ensure timely service.
- Greet guests warmly upon arrival.
- Escort customers to tables and present menus.
- Delivering orders to tables in a timely and professional manner.
- Coordinating special events, group seating, and timing.
- Check in during meals to ensure satisfaction and address any issues.
- Answer questions about menu items, specials, and promotions.

### EDUCATION HISTORY

**2024** : Kenya Red Cross –Nairobi

Course : Basic Life Support Provider Course

Award : Certificate

**2014 – 2017** : Aldai Girls Secondary School –Kenya

Course : Kenya Certificate of Secondary Education

Award : High School Diploma

**2004 – 2013** : Poror Day & Boarding School –Kenya

Course : Kenya Certificate of Primary Education

Award : KCPE Certificate

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Email: dianajemutai698@gmail.com

Address : Nairobi – Kenya

Year of Birth : 1999

Gender : Female

Nationality : Kenyan

### KEY SKILLS

- Willingness to learn fast and take up challenging responsibilities
- Very strong desire to succeed
- Thorough and attentive to details
- Skilled in recommending dishes or drinks to enhance customer experience and increase sales.
- Quick to adjust to changes in menu
- Good time management skills
- Good physical fitness and endurance
- Good ICT skills
- Good Communication Skills
- Flexible and always open to change.
- Familiar with a variety of Point-of-Sale systems used globally
- Excellent customer service skills
- Ability to work with or without supervision
- Ability to work on my own and as 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
- Singing

### REFEREES

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

