

PHOEBE NJERI NJUE

+254715 688 325

njuephoebe555@gmail.com

Current Address: Nairobi - Kenya

Dear Hiring Manager,

I am writing to express my interest in the waitress position at your establishment. With over seven years of experience in fast-paced restaurant settings, I bring a strong background in customer service, excellent communication skills, and a genuine passion for creating memorable dining experiences.

Throughout my career, I have consistently delivered attentive and efficient service, managing responsibilities such as warmly greeting guests, accurately taking and delivering orders, processing payments, and supporting daily operations. I take pride in maintaining a positive and professional attitude, even during high-volume shifts, and I always strive to ensure each guest feels valued and well cared for.

What I find most rewarding about being a waitress is the opportunity to foster a welcoming atmosphere that encourages repeat visits. I am a strong team player who understands the importance of collaboration in delivering seamless service, and I am always ready to step in and support my colleagues when needed.

I would appreciate the opportunity to contribute to your team and uphold the high standards of service your guests expect. Thank you for considering my application. I look forward to the chance to speak with you further

Sincerely,

Phoebe Njeri Njue



PHOEBE NJERI NJUE

WAITRESS

PROFILE AND CAREER OBJECTIVE

An enthusiastic and customer-focused waitress with a passion for delivering excellent dining experiences. Seeking a position in a dynamic restaurant environment where I can apply my strong communication skills, attention to detail, and ability to thrive in fast-paced settings to contribute to customer satisfaction and team success.

WORK EXPERIENCE

2022 – Todate : **Jatoms Restaurant – Nairobi**
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
- Welcoming customers promptly and courteously.

2018 - 2021 : **Aqua Hotel & Resort, Kenya**
Position : Waitress

Duties & Responsibilities

- 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

2016 - 2017 : **Tricent School – Kenya**

Course : Diploma in Information Communication Technology

Award : Diploma

2009 - 2012 : **P Private Academy –Kenya**

Course : Kenya Certificate of Secondary Education

Award : High School Diploma

1998 – 2008 : **Embu Kawa Academy –Kenya**

Course : Kenya Certificate of Primary Education

Award : KCPE Certificate

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Nationality : Kenyan

Gender : Female

Year of Birth : 1994

KEY SKILLS

- Ability to handle complaints calmly
- Ability to manage multiple tables
- Ability to stand and walk for long hours
- Accurate order taking and food delivery
- Active listening and attentiveness
- Adaptability in dynamic work environments
- Attention to detail in order accuracy
- Carrying heavy trays and moving quickly
- Compliance with food safety and hygiene
- Excellent communication skills
- Excellent ICT and Computer skills
- Familiarity with POS systems
- Fast-paced problem-solving skills
- Friendly and approachable demeanor
- Knowledge of menu items, ingredients, and dietary restrictions
- Positive attitude and strong work ethic
- Punctuality and reliability
- Strong collaboration with kitchen and front-of-house staff
- Strong time management skills
- Upselling and suggestive selling skills

LANGUAGE SKILLS

- English
- Swahili

INTERESTS

- Singing
- Acting
- Reciting

REFEREES

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

