

FAITH MUOKI

+254112388117

faithmuoki43@gmail.com

Current Address: Nairobi - Kenya

Dear Hiring Manager,

I am writing to express my interest in the waitress position at your company. With over four 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.

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.

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.

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.

Sincerely,

Faith Muoki



FAITH MUOKI

WAITRESS

CAREER PROFILE

A dedicated and customer-focused waitress with over four years of experience in fast-paced dining environments, committed to delivering exceptional service and creating memorable guest experiences. Skilled in multitasking, handling high-pressure situations, and maintaining a friendly, efficient, and professional demeanor. Seeking to contribute my strong interpersonal skills and attention to detail to a dynamic team in a reputable restaurant or hospitality establishment

WORK EXPERIENCE

2024 – 2025 : Serenity Lodge– Kenya

Position : Waitress

Duties & Responsibilities

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

2022 - 2023 : Capital A Hotel & Restaurant – Kenya

Position : Waitress

Duties & Responsibilities

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

EDUCATION HISTORY

2018 - 2022 : Springs Business College–Kenya

Course : Business Administration and Management

Award : Diploma

2014 – 2017 : Vineyard Secondary School–Kenya

Course : Kenya Certificate of Secondary Education

Award : High School Diploma

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Address : Nairobi – Kenya

Year of Birth : 2000

Gender : Female

Nationality : Kenyan

KEY SKILLS

- Willingness to learn fast and take up challenging responsibilities
- Thorough and attentive to details
- Skilled in recommending dishes
- Quick to adjust to changes in menu
- Quick to learn new skills
- 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
- Desire to succeed
- 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
- German

INTERESTS

- Socializing
- Travelling & Adventures
- Painting
- Networking

REFEREES

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

