

JOYCE WANGUI MICIRE

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wanguimicire97@gmail.com

Current Address: Doha - Qatar

Dear Hiring Manager,

I am writing to express my interest in the waitress position at your organization. With a strong background in customer service, a genuine passion for hospitality, and the ability to thrive in fast-paced environments, I am confident that I would be a valuable addition to your team.

In my previous roles as a waitress at, I developed a reputation for delivering prompt, friendly, and efficient service. I consistently handled multiple tables during busy shifts, ensuring orders were accurate and customers left with a positive experience. I take pride in my ability to stay composed under pressure, work well with teammates, and create a welcoming atmosphere for every guest.

I am also proficient in using point-of-sale systems, managing cash and credit transactions, and communicating clearly with both customers and kitchen staff. My attention to detail, upbeat personality, and commitment to quality service align well with the standards of excellence at your company.

I would welcome the opportunity to bring my energy and experience to your team. Thank you for considering my application. I am available for an interview at your convenience.

Yours Sincerely,

Joyce Wangui Micire



JOYCE WANGUI MICIRE

WAITRESS

CAREER PROFILE

Dedicated waitress with over four years of experience delivering exceptional customer service in fast-paced restaurant environments. Known for a warm, professional demeanor, strong multitasking skills, and a keen ability to anticipate guest needs. Experienced in managing high-volume dining areas and maintaining high standards of cleanliness and efficiency. Committed to creating memorable dining experiences that encourage repeat business and customer satisfaction.

WORK EXPERIENCE

2023 – 2025 : Hamad International Airport – Kenya
Position : Waitress

Duties & Responsibilities

- Taking accurate food and beverage orders.
- Serving food and beverages to guests.
- Monitoring table progress to ensure timely service.
- Helping track front-of-house supplies like condiments, utensils, or menus.
- Greeting guests warmly upon arrival.
- Escorting customers to tables and present menus.
- Ensuring adherence to health, safety, and alcohol-serving regulations.
- Delivering orders to tables in a timely and professional manner.
- Coordinating special events, group seating, and timing.
- Communicating special requests or concerns clearly.
- Checking in during meals to ensure satisfaction and address any issues.
- Balancing cash drawer or payment system at end of shift.
- Assisting in managing the dining area during busy shifts.
- Answering questions about menu items, specials, and promotions.
- Accurately recording food and beverage orders.
- Accurately handle billing, change, and receipts.

2021 – 2022 : Blue Springs Hotel – Kenya
Position : Waitress

Duties & Responsibilities

- Delivering orders to tables in a timely and professional manner.
- Offering feedback to management on service flow or customer preferences.
- Presenting checks and process payments (cash, card, mobile apps).
- Promoting specials or high-margin items to increase sales.
- Providing timely updates on order status, delays, or unavailable items.
- Recommending dishes and answering questions about ingredients
- Relaying orders to the kitchen and bar staff.
- Remembering regular guests and providing personalized service.
- Serving food and beverages to guests.
- Taking accurate food and beverage orders.
- Welcoming customers promptly and courteously.

EDUCATION HISTORY

2017 - 2020 : Kiriri Women's University–Kenya

Course : Business Management

Award : Degree

2013 – 2016 : Kawaha Girls High School –Kenya

Course : Kenya Certificate of Secondary Education

Award : High School Diploma

2003 - 2012 : Kahawa Primary School–Kenya

Course : Kenya Certificate of Primary Education

Award : KCPE Certificate

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Email: wanguimicire97@gmail.com

Address : Nairobi – Kenya

Year of Birth : 1997

Gender : Female

Nationality : Kenyan

KEY SKILLS

- Thorough and attentive to details
- Skilled in recommending dishes
- Quick to adjust to changes in menu
- Good time management skills
- Good Communication Skills
- Flexible and always open to change.
- Familiar with a variety of Point-of-Sale
- Excellent customer service skills
- Friendly and approachable demeanor
- Attentiveness to customer needs
- Conflict resolution skills
- Ability to remain calm under pressure
- Active listening skills
- Good Memory retention
- Clear verbal communication
- Ability to explain menu items
- Managing multiple tables efficiently
- Handling simultaneous requests
- Keeping track of orders and billings
- Ability to stand and walk for long periods
- Carrying trays and heavy items safely
- Handling payments (cash, card, mobile)
- Understanding food and beverage menus
- Upselling specials and promotions
- Ability to work without supervision
- Ability to work in fast paced environment

LANGUAGE SKILLS

- English
- Swahili

INTERESTS

- Socializing
- Travelling & Adventures
- Cooking

REFEREES

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

