

NAOMI WAITHIRA KAMAU

+254727598005

naomiwaithera640@gmail.com

Current Address: Nairobi - Kenya

Dear Hiring Manager,

With over 12 years of hands-on experience in fast-paced, customer-focused dining environments, I am excited to apply for the waitress position at your company. I have built a reputation for delivering exceptional service, fostering positive guest relationships, and contributing to smooth front-of-house operations. I believe my strong work ethic and passion for hospitality make me an ideal fit for your team.

Throughout my career, I have consistently demonstrated the ability to manage high-volume shifts with professionalism and grace. I am well-versed in taking and managing orders, coordinating with kitchen staff, handling POS systems, and ensuring every guest leaves with a positive impression. My familiarity with a wide range of menu styles and dining atmospheres—from casual to fine dining—has made me a highly adaptable and dependable team member.

I am particularly drawn to your enterprise because of its reputation for quality and its welcoming atmosphere. I am eager to contribute my energy and experience to help maintain and enhance your guests' dining experience.

Thank you for considering my application. I would welcome the opportunity to speak with you further and learn more about how I can support your team.

Sincerely,

Naomi Waithira Kamau



Tel : +254727598005
Email: naomiwaithera640@gmail.com
Address : Nairobi – Kenya
Year of Birth : 1988
Gender : Female
Nationality : Kenyan

KEY SKILLS

- Willingness to take upchallenging responsibilities
- Thorough and attentive to details
- Skilled in recommending dishes
- Quick to adjust to changes in menu
- Great Supervisory 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
- Great Cashier 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
- Ability to learn fast and relate well with all stakeholders
- Great training skills

LANGUAGE SKILLS

- English
- Swahili

INTERESTS

- Socializing
- Travelling & Adventures
- Cooking

REFEREES

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

NAOMI WAIHIRA KAMAU

WAITRESS

CAREER PROFILE

Dedicated and personable waitress with over 12 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, training new staff, and maintaining high standards of cleanliness and efficiency. Committed to creating memorable dining experiences that encourage repeat business and customer satisfaction.

WORK EXPERIENCE

2012 – 2025 : Sagret Equatorial Hotel – Kenya

Position : Waitress

Duties & Responsibilities

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

2009 - 2011 : Tsavo Institute of Technology–Kenya

Course : Hospitality Management

Award : Diploma

2003 – 2006 : Mugoiri Girls High School –Kenya

Course : Kenya Certificate of Secondary Education

Award : High School Diploma

1994 - 2002 : Kahuro Primary School–Kenya

Course : Kenya Certificate of Primary Education

Award : KCPE Certificate

ACHIEVEMENTS

I was awarded a certificate of recognition as the best employee for two months in 2017

