

MARGARET WARUGURU WAMBUI

+254 719 410 710

warugurumargaret341@gmail.com

Current Address: Nairobi – Kenya

Dear Hiring Manager,

With over a decade of experience in the hospitality industry, I am excited to apply for the waitress position at your company. My background in providing attentive, friendly service in both fast-paced and upscale dining environments has given me the skills to thrive in any setting—and the passion to consistently deliver memorable experiences to every guest.

During the past ten years, I've worked in a variety of restaurants ranging from family-owned establishments to high-volume chain locations. I've honed my ability to manage multiple tables efficiently, resolve customer concerns quickly, and foster repeat business through genuine, personalized service. At my previous role as a waitress, I was recognized multiple times as "Employee of the Month" for my reliability, teamwork, and commitment to guest satisfaction.

I am confident in my ability to remain calm under pressure, stay organized during peak hours, and communicate clearly with both guests and coworkers. I also bring experience with various POS systems and have trained junior staff on service standards and company policies.

I would welcome the opportunity to bring my experience and enthusiasm to your team. I take pride in creating positive dining experiences and contributing to a welcoming, professional environment. Thank you for considering my application—I look forward to the opportunity to speak with you further.

Sincerely,

Margaret Waruguru Wambui



Tel : +254 719 410 710
Email: warugurumargaret341@gmail.com
Address : Nairobi – Kenya
Year of Birth : 1991
Gender : Female
Nationality : Kenyan

KEY SKILLS

- Ability to learn fast and relate well with all stakeholders
- Ability to work in fast paced environment where work deadlines are prioritized.
- Ability to work on my own and as a team
- Ability to work without supervision
- Basic latte art skills and experts.
- Cash handling and POS systems.
- Coffee knowledge and brewing methods.
- Customer service and conflict resolution.
- Desire to succeed
- Excellent customer service skills
- Familiar with a variety of Point-of-Sale systems used globally
- Flexible and always open to change.
- Good Communication Skills
- Good ICT skills
- Good physical fitness and endurance
- Good time management skills
- Proficient in espresso machines
- Quick to adjust to changes in menu
- Quick to learn new skills
- Skilled in recommending dishes
- Thorough and attentive to details
- Willingness to learn fast

LANGUAGE SKILLS

- English
- Swahili
- Arabic
- Turkish

INTERESTS

- Socializing
- Travelling & Adventures

REFEREES

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

MARGARET WARUGURU WAMBUI

WAITRESS

CAREER PROFILE

A dedicated and customer-focused waitress with over ten 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

2023 – Todate : Beirut Restaurant – Kenya

Position : Barista & 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.
- Prepare espresso-based drinks with precision and consistency in a café serving over 300 customers daily.
- Maintain exemplary cleanliness and organization in all customer-facing and prep areas in accordance with health code standards.
- 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.

2014 - 2021 : Beirut 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

2022 : Papadams Barista School–Kenya

Course : Certificate in Barista

Award : Certificate

2011 - 2013 : Nairobi Aviation College–Kenya

Course : Diploma in Banking and Finance

Award : Diploma

2011 : Westminster Abbey College–Kenya

Course : Computer Studies

Award : Certificate

2007 – 2010 : Dr. Kiano Girls Secondary School–Kenya

Course : Kenya Certificate of Secondary Education

Award : High School Diploma



