

HANNAH WAMBUI NGURUNA

+254713 574 152

hannahnguruna@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 six years of experience in fast-paced, customer-focused dining environments, I have developed the skills and professionalism necessary to deliver exceptional service and contribute positively to your team.

Throughout my career, I have consistently received praise for my friendly demeanor, efficiency, and ability to remain composed during high-volume shifts. At my most recent role, I managed a full section of tables while ensuring every guest received prompt, attentive service. I take pride in building rapport with guests, handling special requests with care, and maintaining a clean and organized workspace.

I am passionate about creating welcoming dining experiences and believe that a positive attitude, attention to detail, and teamwork are at the heart of great service. I am confident that my experience and enthusiasm would make me a valuable addition to your team.

Thank you for considering my application. I would welcome the opportunity to discuss how I can contribute to your company's continued success. I am available for an interview at your convenience.

Sincerely,

Hannah Wambui Nguruna



Tel : +254713 574 152

Email: hannahnguruna@gmail.com

Current Address: Nairobi – Kenya

Year of Birth : 1998

Nationality : Kenyan

KEY SKILLS

- Ability to learn fast and relate well
- Ability to work in fast paced environment
- Ability to work on my own and as a team
- Ability to work without supervision
- Accurate Money Handling
- Payment Processing skills
- Daily Specials Memorization
- Excellent customer service skills
- Excellent performer with high ratings
- Familiar with a variety of Point-of-Sale systems used globally
- Flexible and always open to change.
- Food Spoilage Prevention
- Good Communication Skills
- Good ICT skills
- Good physical fitness and endurance
- Good time management skills
- Menu Knowledge
- Phone Etiquette
- Quick to adjust to changes in menu
- Seating Assignment Preparation
- Skilled in recommending dishes
- Table Setting Arrangements
- Thorough and attentive to details
- Willingness to learn fast

LANGUAGE SKILLS

- English
- Swahili

INTERESTS

- Socializing
- Travelling
- Reading

REFEREES

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

HANNAH WAMBUI NGURUNA

WAITRESS

PROFILE STATEMENT

Experienced and professional waitress with over six years of proven success in delivering high-quality service in both casual and fine dining settings. Adept at working collaboratively with kitchen staff to ensure seamless service from seating to final bill. Skilled in managing high-volume tables, resolving customer concerns with professionalism, and maintaining a calm, welcoming demeanor even when under pressure. Known for strong communication, attention to detail, and a deep commitment to guest satisfaction.

WORK EXPERIENCE

2019 - Todate : Drive and Dine Restaurant – Kenya
Position : Waitress

Duties & Responsibilities

- Welcoming customers promptly and courteously.
- 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.
- Recommending dishes and answering questions about ingredients
- Provide timely updates on order status, delays, or unavailable items.
- 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.
- Balance cash drawer or payment system at end of shift.
- Answer questions about menu items, specials, and promotions.
- Accurately recording food and beverage orders.
- Accurately handle billing, change, and receipts.

2018 – 2019 : Tradco Catering Services Limited – Kenya
Position : Waitress

Duties & Responsibilities

- Promoting specials or high-margin items to increase sales.
- 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.
- Communicating special requests or concerns clearly.
- Assisting in managing the dining area during busy shifts.

EDUCATION HISTORY

2025 : Barista Planet Academy – Kenya
Course : Professional Barista Skills
Award : Certificate

2017 : CDL Training Centre – Kenya
Course : International Computer Driving
Award : ICDL Certificate

2013 – 2016 : CCM Girls High School – Kenya
Course : Kenya Certificate of Secondary Education
Award : High School Diploma

