

JACINTA WAKIRU KIORIA

+96566435927

kioriajacinta588@gmail.com

Current Address: Kuwait

Dear Hiring Manager,

I am writing to express my interest in the waitress position at your organization. With over five years of experience in the food service industry, I have developed a strong ability to provide excellent customer service, manage busy dining shifts efficiently, and contribute to a team-oriented work environment. I believe my experience and dedication make me a valuable addition to your team.

During my time working in both casual and family-style restaurants, I have learned how to balance speed and accuracy without ever sacrificing the guest experience. From greeting and seating guests to taking detailed orders and handling transactions, I ensure that each customer feels welcome and well cared for. I am comfortable handling high volumes during peak hours and pride myself on staying organized, positive, and attentive at all times.

I am also skilled in operating point-of-sale systems, complying with health and safety standards, and resolving customer concerns with professionalism. Whether working independently or supporting my team, I strive to maintain a smooth and enjoyable dining experience for every guest.

I would be excited to bring my experience, energy, and commitment to quality service to your company. Thank you for your time and consideration. I look forward to the opportunity to discuss how I can contribute to your team.

Sincerely,

Jacinta Wakiru Kioria



Tel : +96566435927
Email: kioriajacinta588@gmail.com
Current Address : Kuwait

Nationality : Kenyan
Year of Birth : 1998

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
- Check 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
- Skills in Preparing Guest Salads
- Quick to adjust to changes in menu
- Skilled in recommending dishes
- Table Setting Arrangements skills
- Thorough and attentive to details
- Willingness to learn fast

LANGUAGE SKILLS

- English
- Swahili

INTERESTS

- Socializing
- Travelling

REFEREES

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

JACINTA WAKIRU KIORIA

WAITRESS

PROFILE STATEMENT

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

WORK EXPERIENCE

2023 - Todate : **Principale Ristorante Di Nino- Kuwait**
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.
- 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.

2022 – 2023 : **Westwood Hotel– Kenya**
Position : Waitress

Duties & Responsibilities

- Assisting in managing the dining area during busy shifts.
- Serve food and beverages to guests.
- Promoting specials or high-margin items to increase sales.
- Delivering orders to tables in a timely and professional manner.
- Communicating special requests or concerns clearly.

2020 – 2021 : **Sweet Waters Serena– Kenya**
Position : Waitress

Duties & Responsibilities

- Helping track front-of-house supplies like condiments, utensils, or menus.
- Delivering orders to tables in a timely and professional manner.
- Serve food and beverages to guests.
- Offering feedback to management on service flow or customer preferences.
- Ensuring adherence to health, safety, and alcohol-serving regulations.

EDUCATION HISTORY

2017 – 2019 : **Amboseli Institute of Hospitality and Technology**
Course : Diploma in Hospitality Management
Award : Diploma

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



