

MARY NUNGA WAIRIMU

+254 757 852122

nungam56@gmail.com

Current Address: Nairobi - Kenya

Dear Hiring Manager,

I am writing to express my interest in the waitress position at your organization. With over 15 years of experience in the food service industry, I bring a strong track record of delivering exceptional service in both fast-paced and upscale dining environments. I am confident that my professionalism, attention to detail, and genuine passion for customer satisfaction make me a strong fit for your team.

Throughout my career, I have worked in a variety of restaurant settings, including high-volume casual dining and fine dining establishments. My experience has honed my ability to manage multiple tables efficiently, anticipate guest needs, and handle busy shifts with a calm, friendly demeanor. I take pride in creating a welcoming atmosphere for every guest, ensuring they leave with a positive impression and a reason to return.

In addition to my service skills, I am highly organized, dependable, and well-versed in POS systems and food safety protocols. I have consistently been recognized by management and customers alike for my work ethic, team spirit, and ability to train and mentor new staff members.

I would welcome the opportunity to bring my experience and enthusiasm to your company. Thank you for considering my application. I look forward to the possibility of contributing to your team and would be glad to discuss how I can support your goals during an interview.

Sincerely,

Mary Nunga Wairimu



Tel : +254 757 852122
Email: nungam56@gmail.com
Nationality : Kenyan
Current Address: Kenya
Gender : Female
Date of Birth : 1986

CORE COMPETENCIES

- Willingness to help with other duties
- Great understanding of menu items and ingredients
- Excellent Time management skills
- Strong verbal communication
- Staying calm and focused during busy hours
- Point-of-Sale (POS) system operation
- Multitasking in fast-paced environments
- Good Memory for orders and special requests
- Knowledge of food safety and hygiene practices
- Friendly and welcoming demeanor
- Fast-paced walking and lifting
- Skills in Coordination with kitchen staff
- Conflict resolution and patience
- Good in math for handling payments
- Attentiveness to customer needs
- Great attention to detail
- Ability to work under supervision and as part of a team
- Ability to stand for long periods
- Ability to handle complaints gracefully
- Ability to carry multiple plates and trays safely

LANGUAGE SKILLS

- English
- Kiswahili

INTERESTS

- Travelling
- Socializing
- Reading

REFEREES

I have over fifteen years of work experience as a waitress and server having worked in Kenya, China and Lebanon. Details about my referees are readily available upon request.

MARY NUNGA WAIRIMU

Waitress

PROFILE STATEMENT

Dynamic and customer-focused waitress with over 15 years of hands-on experience in high-volume restaurants, fine dining establishments, and casual dining environments. Recognized for delivering exceptional guest service, maintaining composure under pressure, and fostering repeat patronage through friendly and efficient service. Skilled in multitasking, conflict resolution, upselling techniques, and team collaboration. Brings a deep understanding of food and beverage menus, POS systems, and health and safety standards. Demonstrates consistent reliability, punctuality, and a strong work ethic. Adept at training and mentoring new staff, ensuring seamless operations and outstanding customer satisfaction.

WORK EXPERIENCE

2022 – 2025

: La Verandah Hotel , Nairobi

Position

: Waitress

Duties & Responsibilities

- Welcome customers warmly upon arrival and guide them to their tables.
- Suggest additional items such as appetizers, desserts, or drinks to increase sales.
- Set up tables with linens, utensils, and condiments before guests arrive.
- Remove dishes and clean tables efficiently after guests leave.
- Refill water and beverages throughout the meal without prompting.
- Provide menus and explain daily specials or promotional items.
- Present bills, accept payments (cash/card), and return change or receipts.

2016 – 2020

: Hotel Xing - China

Position

: Waitress

Duties & Responsibilities

- Accurately take food and beverage orders and communicate them clearly to the kitchen and bar.
- Address customer complaints professionally and seek solutions or escalate to a manager when needed.
- Adhere to hygiene, food safety, and sanitation guidelines at all times.
- Coordinate with kitchen staff, hosts, and other servers to ensure
- Deliver meals and drinks promptly and correctly to the right guests.
- Keep service areas, tables, and workstations clean and organized.
- Periodically check on guests to ensure satisfaction and respond to any additional needs.

2013 – 2015

: Leb - N Hotel- Lebanon

Position

: Server

Duties & Responsibilities

- Take customer orders accurately and efficiently.
- Serve food and beverages promptly and correctly.
- Relay orders to the kitchen and bar using POS systems
- Present menus and explain daily specials or promotions.
- Greet and seat guests warmly as they arrive.

EDUCATION BACKGROUND

2001 - 2004

:

Star Sheikh Academy Secondary– Kenya

Course

:

Kenya Secondary School Education

Award

:

KCSE High School Diploma

1993 - 2000

:

Ngure Primary School– Kenya

Course

:

Kenya Primary School Education

Award

:

KCPE Certificate

