

# **BETTY NYARANGI OKEMWA**

bettynyarangi984@gmail.com

Current Address: Kenya

+254 719 830 176

---

Dear hiring manager,

## **REF: JOB APPLICATION FOR THE POSITION OF A WAITRESS**

I am writing to express my interest in the waitress position at your company. With over five years of hands-on experience in fast-paced and customer-focused dining environments, I am confident in my ability to contribute positively to your team and deliver an outstanding dining experience for your guests.

Throughout my career, I have consistently demonstrated a strong work ethic, excellent communication skills, and a passion for hospitality. I take pride in providing attentive service, handling orders with accuracy, and maintaining a friendly and welcoming atmosphere. My ability to multitask effectively while remaining calm under pressure has enabled me to succeed during busy service hours and contribute to smooth restaurant operations.

I am also well-versed in using POS systems, following health and safety regulations, and collaborating with both front-of-house and kitchen teams. My goal is always to ensure that each guest leaves satisfied and eager to return.

I am excited about the opportunity to bring my experience and dedication to your enterprise and would welcome the chance to discuss how I can support your team. Thank you for considering my application. I look forward to the possibility of speaking with you in more detail.

Sincerely

Betty Nyarangi Okemwa



Tel : +254 719 830 176  
Email: bettynyarangi984@gmail.com  
Address : Nairobi – Kenya  
Year of Birth : 1996  
Gender : Female  
Nationality : Kenyan

### KEY SKILLS

- Excellent communication and interpersonal skills
- Friendly and professional demeanor
- Active listening and conflict resolution
- Ability to anticipate guest needs
- Strong memory and attention to detail
- In-depth menu and ingredient knowledge
- Upselling food and beverage items
- Managing multiple tables efficiently
- Order accuracy and time management
- Handling special requests and dietary restrictions
- POS system operation
- Cash handling and credit card processing
- Table setting and clearing procedures
- Familiarity with food safety and hygiene
- Basic knowledge of wine and beverage service
- Ability to work in fast-paced, high-pressure environments
- Supporting kitchen and fellow waitstaff as needed
- Quick learner and adaptable to new procedures or menus
- Reliability and punctuality
- Well-groomed and presentable
- Strong work ethic and self-motivation
- Positive attitude and resilience under stress

### LANGUAGE SKILLS

- English
- Swahili

### INTERESTS

- Socializing
- Reading
- Travelling & Adventure

### REFEREES

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

# BETTY NYARANGI OKEMWA

## WAITRESS

### CAREER PROFILE

Experienced and dedicated waitress with over five years of proven success in delivering exceptional customer service in fast-paced restaurant environments. Adept at managing multiple tables efficiently while maintaining attention to detail, professionalism, and a friendly demeanor. Skilled in menu knowledge, upselling techniques, handling special dietary needs, and resolving customer concerns promptly. Strong team player with excellent communication skills and a commitment to ensuring a pleasant and memorable dining experience for all guests. Consistently recognized for punctuality, reliability, and a proactive attitude in supporting overall restaurant operations.

### WORK EXPERIENCE

**2023 – Todate** : Halane Restaurant – Kenya  
Position : Barista & Waitress

#### Duties & Responsibilities

- Greeting guests as they arrive and showing them to their seats.
- Presenting menus and explaining daily specials.
- Taking food and beverage orders accurately.
- Answering questions about the menu and making recommendations.
- Serving food and drinks in a timely and polite manner.
- Checking in with guests to ensure satisfaction and handle complaints.
- Processing payments (cash, card, etc.) and issuing receipts.
- Setting tables with silverware, napkins, and condiments.
- Refilling drinks and clearing empty dishes as needed.
- Cleaning tables after guests leave.
- Maintaining cleanliness of the dining area, including floors and surfaces.
- Restocking supplies such as napkins, condiments, and utensils.
- Coordinating with kitchen staff to ensure timely and correct food delivery.
- Communicating special requests or dietary restrictions to the kitchen.
- Working with other servers and staff to ensure smooth service.
- Relaying customer feedback to management or kitchen.

**2019 - 2022** : Hope Worldwide Hotel– 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.

### EDUCATION HISTORY

**2015 - 2018** : Jomo Kenyatta University of Agriculture and Technology - Kenya

Course : Bachelor of Science in Food Nutrition and Dietetics  
Award : Degree

**2010 – 2013** : St Francis Rangala School –Kenya

Course : Kenya Certificate of Secondary Education  
Award : High School Diploma

