

STEPHEN ERICK NJUKI NYOTA  
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Dear Hiring Manager,

**RE: APPLICATION FOR THE POSITION OF A WAITER**

I am writing to express my interest in the waiter position at your company. With over six years of experience in providing outstanding customer service in busy restaurant environments, I am confident in my ability to contribute positively to your team and deliver a memorable dining experience for your guests.

In my previous roles, I have developed a strong ability to multitask, communicate effectively with both guests and staff, and maintain a friendly and professional demeanor under pressure. Whether managing multiple tables during peak hours or ensuring each guest's individual needs are met, I take pride in creating a welcoming and efficient atmosphere. My familiarity with POS systems, attention to detail, and knowledge of food safety standards have consistently helped ensure smooth operations and customer satisfaction.

I am particularly drawn to your company because of your commitment to quality service and your reputation for excellence in both food and hospitality. I believe my passion for service and my collaborative work ethic would make me a valuable addition to your team.

Thank you for considering my application.

Sincerely,

Stephen Erick Njuki Nyota

# STEPHEN ERICK NJUKI NYOTA

## WAITER

### CAREER PROFILE

Dedicated and customer-focused waiter with over six years of experience in fast-paced restaurant environments, ranging from casual dining to upscale establishments. Proven ability to deliver exceptional service, manage multiple tables efficiently, and maintain high standards of cleanliness and professionalism. Skilled in upselling, resolving customer concerns with poise, and working seamlessly with kitchen and front-of-house teams. Recognized for strong communication skills, attention to detail, and a passion for creating memorable dining experiences.

### WORK EXPERIENCE

**2022 - Todate** : **Famama Restaurant – Qatar**  
Position : Waiter

#### *Duties & Responsibilities*

- Welcome guests warmly upon arrival
- Escort them to their table and present menus
- Accurately take food and drink orders
- Record special dietary requirements or allergies
- Deliver meals and drinks promptly and professionally
- Check in to ensure customer satisfaction during the meal
- Explain menu items and daily specials
- Recommend dishes or drinks based on customer preferences
- Set tables with cutlery, glasses, and napkins
- Ensure cleanliness and readiness before service begins
- Present bills and process cash or card transactions
- Return change or receipts with courtesy
- Remove used dishes and clean tables promptly
- Reset tables for the next guests
- Communicate any delays or issues to customers
- Keep the dining area tidy and organized
- Follow hygiene and safety standards
- Encourage guests to try specials, desserts, or drinks
- Suggest add-ons to enhance the dining experience

**2019 - 2022** : **Aspendos Restaurant - Kenya**  
Position : Waiter

#### *Duties & Responsibilities*

- Check table setups, food presentation, and guest satisfaction.
- Collaborate with other departments smooth operations.
- Coordinate with kitchen and bar staff to ensure accurate and prompt service.
- Greet guests politely and professionally.
- Handle guest requests or complaints promptly and with tact.
- Maintain cleanliness and order in the dining area.
- Maintain service records or feedback for improvements.
- Manage guest reservations and seating arrangements for optimal experience.
- Present menus and answer questions about menu items and specials
- Serve food and beverages in a timely, courteous manner.
- Set up tables, linen, silverware, and glassware according to hotel standards.
- Take accurate food and beverage orders

### EDUCATION HISTORY

**2018** : **Michuki Technical Training Institute– Kenya**  
Course : Certificate in Plumbing  
Award : Certificate

**2014 – 2017** : **Kiairathe Secondary School–Kenya**  
Course : Kenya Certificate of Secondary Education  
Award : High School Diploma

### CERTIFICATIONS

- **Skills Pass Certification:** Customer care in hospitality, Essential English for Hospitality, The Maltese Tourism Product, Bar Waiter & Cleaning Attendant



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Email: stevoheric21@gmail.com

Current Address: Doha – Qatar

Year of Birth : 2000

Gender : Male

Nationality : Kenyan

### KEY SKILLS

- Friendly and approachable demeanor
- Ability to handle complaints professionally
- Attentive to customer needs and preferences
- Clear and polite verbal communication
- Active listening to take accurate orders
- Ability to relay special requests to kitchen
- Managing several tables at once
- Handling food service, drinks, and payments efficiently
- Attention to Detail
- Standing and walking for long periods
- Carrying heavy trays or multiple plates
- Coordinating with kitchen staff
- Good Time Management
- Prioritizing tasks during busy times
- Upselling menu items or daily specials
- Recommending dishes or drinks based on customer preferences
- Handling cash and card transactions
- Calculating bills, tips, and splitting checks
- Familiarity with ingredients, dietary restrictions, and preparation methods
- Ability to answer questions about the menu confidently

### LANGUAGE SKILLS

- English
- Swahili

### INTERESTS

- Socializing
- Travelling
- Sports

### REFEREES

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

