

ERICK PETER NDERITU
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Dear Hiring Manager,

RE: APPLICATION FOR THE POSITION OF A WAITER

I am writing to express my interest in a suitable position within your esteemed establishment. With over ten years of progressive experience in luxury hospitality—starting as a Waiter, advancing to Head Waiter, and most recently serving as a Supervisor—I have developed a strong foundation in delivering exceptional guest experiences, managing service teams, and upholding the highest standards of professionalism expected in a high-end hotel environment.

During my tenure, I have had the privilege of working with diverse teams and elite clientele, where I consistently ensured that every detail—from table presentation to guest interactions—reflected the sophistication and quality of the brand. My leadership as a Head Waiter and Supervisor involved training staff, overseeing daily operations, resolving guest concerns with discretion, and working closely with kitchen and management teams to guarantee seamless service delivery.

What sets me apart is my deep commitment to guest satisfaction, calm under pressure, and a proactive approach to service improvement. I take pride in mentoring junior staff, optimizing workflow, and maintaining a warm, welcoming atmosphere that encourages guest loyalty.

I am excited at the prospect of bringing my experience, dedication, and refined service standards to your team. I would welcome the opportunity to contribute to your continued success and discuss how I can be of value to your establishment.

Thank you for considering my application. I am available at your convenience for an interview and look forward to the opportunity to speak with you further.

Sincerely,

Erick Peter Nderitu



ERICK PETER NDERITU

WAITER

CAREER PROFILE

Dedicated and service-oriented hospitality professional with extensive experience in fine dining and luxury hotel environments, progressing from Waiter to Head Waiter and Supervisor. Committed to delivering exceptional guest experiences through strong leadership, attention to detail, and in-depth knowledge of food and beverage operations. Seeking a challenging position in a prestigious hospitality establishment where I can contribute to service excellence, team development, and operational efficiency while continuing to grow within the industry.

WORK EXPERIENCE

2018 - Todate : Trademark Hotel 5 Star Hotel Harvest Restaurant
(Continental cuisine) Nairobi, Kenya

Position : Head Waiter and Supervisor

Duties & Responsibilities

- Address and resolve service issues or complaints with professionalism.
- Assist with menu planning and updates, often liaising with chefs
- Check table setups, food presentation, and guest satisfaction.
- Collaborate with other departments smooth operations.
- Conduct performance evaluations and coordinate staff schedules.
- Coordinate with kitchen and bar staff to ensure accurate and prompt service.
- Delegate tasks during service to ensure smooth workflow.
- Ensure an exceptional guest experience from arrival to departure.
- Ensure compliance with health, safety, and hygiene standards.
- Greet guests politely and professionally.
- Handle guest requests or complaints promptly and with tact.
- Handle VIP guests and special requests with discretion and attention to detail.
- Implement service innovations and efficiency improvements.
- Lead and manage a team of waiters, ensuring service standards are upheld.
- Maintain cleanliness and order in the dining area.
- Maintain service records or feedback for improvements.
- Manage guest reservations and seating arrangements for optimal experience.
- Oversee inventory control, order supplies, and monitor cost control measures.
- Present menus and answer questions about menu items and specials
- Provide ongoing training and development programs.
- Serve food and beverages in a timely, courteous manner.
- Set up tables, linen, silverware, and glassware according to hotel standards.
- Supervise and support all front-of-house staff in fine dining settings.
- Take accurate food and beverage orders.
- Train new waitstaff in hotel procedures and service etiquette.

2016 - 2018 : Tribe 5 Star Hotel Jiko Restaurant Nairobi, Kenya

Position : Restaurant Server

2014 - 2016 : Mt Kenya Safari Club Fairmount 5 STAR Hotel & Resort, Nairobi, Kenya

Position : Waiter

EDUCATION HISTORY

2014 - 2015 : Kenya Utalii College – Nairobi

Course : Certificate in Banqueting and Events Techniques

Award : Certificate

2010 – 2013 : Ngobit Boys High 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
- Hotel Leadership Course
- Service Plus Achievement Award
- Certificate of Completion, National Restaurant Association

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Email:ericknderitu95@gmail.com

Address : Nairobi – Kenya

Gender : Male

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
- Operations management
- Event planning and management
- Recipes and menu planning
- Marketing and advertising
- High-volume dining Spirits, wine and food service
- Banquet service Allergen awareness
- POS system operation
- Cash handling and credit card processing
- Table setting and clearing procedures
- Familiarity with food safety and hygiene
- Ability to work in fast-paced, high-pressure environments
- Quick learner and adaptable to new procedures or menus
- Reliability and punctuality
- Well-groomed and presentable
- Strong work ethic and self-motivation

LANGUAGE SKILLS

- English
- Swahili

INTERESTS

- Socializing
- Reading
- Travelling & Adventure

REFEREES

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

