

**DAMARIS WAIRIMU MATHERI**

damawairimu43@gmail.com

Current Address: Nairobi – Kenya

---

Dear Hiring Manager,

**RE: JOB APPLICATION FOR THE POSITION OF A WAITRESS**

I am writing to express my interest in the waitress position at your company. With a strong background in providing exceptional customer service and a genuine passion for hospitality, I am confident in my ability to contribute positively to your team and enhance the guest experience at your establishment.

With over twelve years of experience in fast-paced restaurant environments, I have developed the skills necessary to manage multiple tables efficiently, handle diverse customer needs, and maintain a friendly and professional demeanor under pressure. I take pride in creating a welcoming atmosphere for guests and ensuring that their dining experience is enjoyable from start to finish.

In my previous roles at, I consistently received positive feedback from customers and management for my attention to detail, teamwork, and ability to upsell menu items. I am also experienced in handling POS systems, maintaining cleanliness standards, and complying with food safety guidelines.

Thank you for considering my application. I welcome the opportunity to discuss how my background and enthusiasm for the food service industry align with your company's goals. I am available for an interview at your convenience.

Sincerely,

Damaris Wairimu Matheri



Email: damawairimu43@gmail.com

Nationality : Kenyan

Gender: Female

Year of Birth : 1992

### KEY SKILLS

- Ability to Carry heavy trays and move quickly in busy areas
- Ability to handle complaints calmly
- Ability to manage multiple tables
- Ability to stand and walk for long hours
- Accurate order taking and food delivery
- Active listening and attentiveness
- Adaptability in dynamic work environments
- Attention to detail in order accuracy
- Compliance with food safety and hygiene
- Excellent communication skills
- Familiarity with POS systems
- Fast-paced problem-solving under pressure
- Friendly and approachable demeanor
- Good knowledge of menu items, ingredients, and dietary restrictions
- Positive attitude and strong work ethic
- Punctuality and reliability
- Skills in time management and prioritization
- Strong collaboration with kitchen and front-of-house staff
- Upselling and suggestive selling skills
- Good Computer skills
- Good training and mentoring skills

### LANGUAGE SKILLS

- English
- Swahili

### INTERESTS

- Socializing
- Travelling

### REFEREES

I have over twelve years of work experience in the service industry having worked as a waitress in both hotels and restaurants. Details about my referees are readily available upon request.

# DAMARIS WAIRIMU MATHERI

## WAITRESS

### PROFILE STATEMENT

Dedicated and experienced waitress with over twelve years of experience delivering exceptional customer service in fast-paced dining environments. Skilled in managing multiple tables, accurately taking and delivering orders, and maintaining a warm and welcoming atmosphere for guests. Proven ability to upsell menu items, handle customer concerns with professionalism, and collaborate effectively with kitchen and front-of-house staff. Committed to ensuring a positive dining experience that promotes repeat business and enhances restaurant reputation.

### WORK EXPERIENCE

**2022 – Todate** : **Triple Eden Hotel, Naivasha, Kenya**

Position : Waitress

#### *Duties & Responsibilities*

- Accurately handle billing, change, and receipts.
- Accurately recording food and beverage orders.
- Assisting in managing the dining area during busy shifts.
- Balance cash drawer or payment system at end of shift.
- Delivering orders to tables in a timely and professional manner.
- Serve food and beverages to guests.

**2017 – 2020** : **Epitome Times Restaurant , Kenya**

Position : Waitress

#### *Duties & Responsibilities*

- Ensuring adherence to health, safety, and alcohol-serving regulations.
- Promoting specials or high-margin items to increase sales.
- Provide timely updates on order status, delays, or unavailable items.
- Recommending dishes and answering questions about ingredients
- Serve food and beverages to guests.
- Take accurate food and beverage orders.
- Welcoming customers promptly and courteously.

**2013 – 2016** : **Sislink Hotel – Nairobi , Kenya**

Position : Waitress

#### *Duties & Responsibilities*

- Answer questions about menu items, specials, and promotions.
- Check in during meals to ensure satisfaction and address any issues.
- Coordinating special events, group seating, and timing.
- Delivering orders to tables in a timely and professional manner.
- Escort customers to tables and present menus.
- 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.
- Serve food and beverages to guests.
- Take accurate food and beverage orders.

### EDUCATION HISTORY

**2012** : **Diakonia Training Institute– Kenya**

Course : Diploma in Catering Management

Award : Diploma

**2006 – 2009** : **Mutuini 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

