

KERRYDAHLIN LUCHINA IMBWAKA

+254705187350

kerrytam28@gmail.com

Current Address: Nairobi - Kenya

Dear Hiring Manager,

I am writing to express my interest in the waitress position at your company. With over seven years of hands-on experience in fast-paced restaurant environments, I bring a strong work ethic, a commitment to customer satisfaction, and the ability to provide exceptional service during even the busiest shifts.

Throughout my career, I have worked in a variety of settings—from casual diners to upscale bistros—which has equipped me with the versatility and professionalism needed to adapt to different service styles. My strengths lie in delivering friendly, attentive service, managing multiple tables efficiently, and anticipating guest needs to ensure a seamless dining experience. I'm also well-versed in using POS systems, handling cash and credit transactions, and maintaining a clean and organized dining area.

In my previous roles, I consistently received positive feedback from guests and management alike for my ability to stay calm under pressure, foster a welcoming atmosphere, and support my team during peak hours. I take pride in turning first-time guests into regulars by offering genuine hospitality and attention to detail.

I would welcome the opportunity to bring my experience, reliability, and passion for excellent service to the team at your company. Thank you for considering my application. I am available for an interview at your earliest convenience.

Sincerely,

Kerrydahlin Luchina Imbwaka



KERRYDAHLIN LUCHINA IMBWAKA

WAITRESS

PROFILE STATEMENT

Experienced and dedicated waitress with over seven years in the food service industry, known for providing exceptional customer service in high-volume, fast-paced environments. Skilled in multitasking, team collaboration, and creating a warm, welcoming atmosphere that enhances the guest experience. Proven ability to handle high-pressure situations with professionalism and efficiency. Passionate about hospitality and committed to maintaining high standards of service and cleanliness.

WORK EXPERIENCE

2024 – Todate : **Nanyuki Cozy Haven Hotel – Kenya**

Position : Waitress

Duties & Responsibilities

- Serve food and beverages to guests.
- 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
- Welcoming customers promptly and courteously.

2021 – 2024 : **Holland America Princess Cruises**

Position : Waitress / Server

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.
- Communicating special requests or concerns clearly.
- Delivering orders to tables in a timely and professional manner.
- Ensuring adherence to health, safety, and alcohol-serving regulations.
- Helping track front-of-house supplies like condiments, utensils, or menus.
- Offering feedback to management on service flow or customer preferences.

2018 - 2020 : **Peaks Hotel Nanyuki, Kenya**

Position : Waitress

Duties & Responsibilities

- Take accurate food and beverage orders.
- Serve food and beverages to guests.
- Remembering regular guests and providing personalized service.
- Relay orders to the kitchen and bar staff.
- Present checks and process payments (cash, card, mobile apps).
- Monitor table progress to ensure timely service.
- Greet guests warmly upon arrival.
- Escort customers to tables and present menus.
- Delivering orders to tables in a timely and professional manner.
- Coordinating special events, group seating, and timing.
- Check in during meals to ensure satisfaction and address any issues.
- Answer questions about menu items, specials, and promotions.

EDUCATION HISTORY

2015 - 2017 : **Beam International College– Kenya**

Course : Diploma in Catering and Hospitality

Award : Diploma

2011 - 2014 : **Lirhandia Girls 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

Tel : +254705187350

Email: kerrytam28@gmail.com

Nationality : Kenyan

Gender : Female

Year of Birth : 1994

KEY SKILLS

- 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
- Adapting to Fast-Paced Environments
- Attention to detail in order accuracy
- Carrying heavy trays and moving quickly
- Compliance with food safety and hygiene
- Conflict Resolution
- Excellent ICT and Computer skills
- Exceptional Customer Service
- Familiarity with POS systems
- Fast-paced problem-solving skills
- Food & Beverage Knowledge
- Friendly and Professional Demeanor
- Handling Cash & Card Transactions
- Knowledge of Health & Safety Standards
- Knowledge of menu items, ingredients, and dietary restrictions
- Maintaining Clean & Organized Areas
- Order Taking & Accuracy
- Positive attitude and strong work ethic
- Punctuality and reliability
- Strong Communication Skills
- Strong time management skills
- Table Setting & Dining Etiquette
- Upselling and suggestive selling skills

LANGUAGE SKILLS

- English
- Swahili

INTERESTS

- Socializing
- Travelling

REFEREES

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

