

# STELLA KAWIRA KOBIA

kawirastella859@gmail.com

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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 establishment. With over five years of hands-on experience in fast-paced, customer-focused dining environments, I am confident in my ability to contribute positively to your team and provide guests with outstanding service.

Throughout my career, I have developed a strong foundation in hospitality, multitasking, and teamwork. I have worked in both casual and upscale restaurants, where I honed my skills in taking accurate orders, managing busy shifts, and ensuring a seamless dining experience. My ability to remain calm under pressure and maintain a friendly, professional demeanor has consistently earned positive feedback from guests and supervisors alike.

In my most recent role as a waitress, I was often entrusted with training new staff and handling large party reservations, demonstrating my reliability and leadership potential. I take pride in creating welcoming environments where guests feel valued, and I am passionate about food service and hospitality.

I am enthusiastic about the opportunity to bring my experience and commitment to customer satisfaction to your company. Thank you for considering my application.

Sincerely,

Stella Kawira Kobia



Nationality : Kenyan  
Gender : Female  
Religion : Christian  
Date of Birth : 27<sup>th</sup> March 1995  
Email: kawirastella859@gmail.com

### CORE COMPETENCIES

- Willingness to help with other duties (e.g., cleaning, setting tables)
- Understanding of menu items and ingredients
- Time management
- Strong verbal communication
- Staying calm and focused during busy hours
- Point-of-Sale (POS) system operation
- Multitasking in fast-paced environments
- Memory for orders and special requests
- Knowledge of food safety and hygiene practices
- Good ICT skills
- Friendly and welcoming demeanor
- Fast-paced walking and lifting
- Coordination with kitchen staff
- Conflict resolution and patience
- Basic math for billing and handling payments
- Attentiveness to customer needs
- Attention to detail (e.g., correct orders, table settings)
- Ability to work under supervision and as part of a team
- Ability to stand for long periods
- Ability to handle complaints gracefully
- Ability to carry multiple plates and trays safely

### LANGUAGE SKILLS

- Proficiency in English and Kiswahili

### INTERESTS

Travelling, Socializing & Reading, Charity

### REFEREES

I have over five years of work experience as a waitress and server. Details about my referees are readily available upon request.

# STELLA KAWIRA KOBIA

## Waitress

### PROFILE STATEMENT

A professional and dedicated waitress with over five years of experience in fast-paced dining environments, committed to delivering exceptional customer service and creating memorable guest experiences. Seeking to leverage strong communication skills, attention to detail, and a proven ability to handle high-volume service efficiently in a dynamic hospitality setting. I am eager to contribute to a team-oriented establishment that values professionalism, growth, and customer satisfaction.

### WORK EXPERIENCE

**2021 – Todate** : **Homeland Inn Hotel, Nairobi - Kenya**  
Position : Waitress

#### Duties & Responsibilities

- Welcome customers warmly upon arrival and guide them
- Suggest additional items such as appetizers, desserts, or drinks
- Set up tables with linens, utensils, and condiments before guests arrive.
- Remove dishes and clean tables efficiently after guests leave.
- Refill water and beverages throughout the meal without prompting.
- Provide menus and explain daily specials or promotional items.
- Present bills, accept payments and return change or receipts.
- Periodically check on guests to ensure satisfaction
- Keep service areas, tables, and workstations clean and organized.
- Deliver meals and drinks promptly and correctly to the right guests.
- Coordinate with kitchen staff, hosts, and other servers to ensure
- Adhere to hygiene, food safety, and sanitation guidelines at all times.
- Address customer complaints professionally and seek solutions or escalate to a manager when needed.
- Accurately take food and beverage orders and communicate them clearly to the kitchen.

**2019 - 2020** : **Safi Safi Hotel - Kenya**  
Position : Waitress

#### Duties & Responsibilities

- Take customer orders accurately and efficiently.
- Serve food and beverages promptly and correctly.
- Relay orders to the kitchen using POS systems or written notes.
- Refill drinks and respond quickly to additional requests.
- Present menus and explain daily specials or promotions.

### EDUCATION BACKGROUND

<b>2017 - 2019</b>	:	<b>Michuki Technical Training Institute- Kenya</b>
Course	:	Food and beverage production, sales and service management
Award	:	Diploma
<b>2008 - 2011</b>	:	<b>Amwamba Girls' Secondary School– Kenya</b>
Course	:	Kenya Secondary School Education
Award	:	KCSE High School Diploma
<b>1998 - 2007</b>	:	<b>Matiandui Primary School– Kenya</b>
Course	:	Kenya Primary School Education
Award	:	Kenya Certificate of Primary Education

### CERTIFICATIONS

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

