

MARGARET WANGUI KIHIA

Tel: +254 722408552

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 enterprise. With over five years of hands-on experience in fast-paced dining environments, I bring a strong work ethic, a passion for excellent customer service, and a proven ability to thrive under pressure.

Throughout my career, I have consistently received positive feedback for my attention to detail, friendly demeanor, and ability to multitask efficiently. Whether it is managing large parties during peak hours or handling special dietary requests, I pride myself on creating a welcoming and seamless dining experience for every guest.

I'm particularly drawn to your establishment because of its reputation for high-quality service and commitment to guest satisfaction. I am confident that my background, combined with my enthusiasm for hospitality, would make me a valuable asset to your team.

Thank you for considering my application. I am available for an interview at your convenience.

Sincerely,

Margaret Wangui Kihia



Tel : +254 722408552
Nationality : Kenyan
Year of Birth : 1992

CORE COMPETENCIES

- Great Customer Service skills
- Multitasking abilities
- Great Waitress skills
- Good Communication skills
- Great Physical Stamina
- Excellent Time Management
- Teamwork and collaboration skills
- Attention to Detail
- Basic ICT skills
- Good Speed & Efficiency
- POS System Knowledge
- Highly organized
- Good knowledge of Food hygiene
- Adaptability skills

LANGUAGE SKILLS

- Proficiency in English and Kiswahili

INTERESTS

- Travelling
- Socializing

REFEREES

I have over seven years of work experience in the hospitality industry having worked as a Waitress and as a Room Steward. Details about my referees are readily available upon request.

MARGARET WANGUI KIHIA

Waitress

PROFILE STATEMENT

Dedicated and personable waitress with over seven years of experience in fast-paced restaurant and hospitality environments, including roles as both waitress and steward. Proven ability to deliver exceptional customer service, manage high-volume dining areas, and maintain cleanliness and organization in line with health and safety standards. Skilled in multitasking, handling customer inquiries with professionalism, and working collaboratively with kitchen and front-of-house teams to ensure smooth operations. Passionate about creating a welcoming atmosphere and enhancing guest satisfaction through attentive and efficient service.

WORK EXPERIENCE

Sept 2019 – Nov 2024 : **Triple Eden Resort – Njambini, Kenya**
Position : Waitress

Duties & Responsibilities

- Accurately recording food and beverage orders from guests.
- Welcoming guests and leading them to their tables.
- Addressing and resolving customer complaints and concerns.
- Assisting customers with questions about menu items and promotions.
- Checking in with guests during their meal to ensure satisfaction.
- Completing end-of-shift procedures
- Contributing to the overall cleanliness and tidiness of the dining area.
- Delivering orders to guests in a timely manner.
- Pre-bussing tables, wiping down surfaces, and handling table service tasks.
- Presenting the bill to the guest and collecting payment.
- Providing friendly and efficient service to all customers.
- Suggesting additional items or promotions to customers.
- Working effectively with kitchen staff and other servers.

June 2016 – April 2018 : **Aloepark Art Hotel – Naivasha, Kenya**
Position : Room Steward

Duties & Responsibilities

- Keeping facilities and common areas clean and maintained
- Vacuuming, sweeping and mopping floors
- Notifying managers of necessary repairs
- Collecting and disposing of trash
- Maintain cleanliness throughout the hotel at all times
- Perform cleaning duties with efficiency
- Use safe cleaning equipment and chemicals to address spill
- Manage linens and sometimes laundry from all guest rooms

EDUCATION BACKGROUND

2011 - 2014	:	Njabini Secondary School
Course	:	Kenya Secondary School Education
Award	:	KCSE Certificate
1999 - 2010	:	Njabini Primary School
Course	:	Kenya Primary School Education
Award	:	KCPE Certificate

