

MARCELINE OTIENO

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Dear Hiring Manager,

RE: APPLICATION FOR THE POSITION OF A WAITRESS

I am writing to express my interest in the waitress position at your establishment. With over four years of experience in fast-paced dining environments, I have developed a strong track record of delivering excellent customer service, managing high-volume orders efficiently, and contributing positively to team dynamics. I am confident that my enthusiasm, professionalism, and ability to thrive under pressure make me a strong candidate for your team.

I have served a diverse customer base, consistently earning positive feedback for my friendly demeanor and attentiveness. I am adept at memorizing menus, upselling specials, handling multiple tables, and resolving customer concerns promptly and professionally. I also collaborated closely with kitchen and bar staff to ensure seamless service from order to delivery.

What I enjoy most about being a waitress is the opportunity to create memorable dining experiences. I take pride in being a reliable team member and consistently go above and beyond to ensure guest satisfaction.

I would welcome the opportunity to bring my skills and experience to your establishment and contribute to its continued success. Thank you for considering my application. I

Sincerely,

Marceline Otieno



Tel : +254711443325
Email: mercelinootieno@gmail.com
Address : Nairobi, Kenya
Nationality : Kenyan

KEY SKILLS

- Ability to carry out tasks on a computer or hand-held devices
- Ability to learn fast and relate well with all stakeholders
- Ability to work in fast paced environment where work deadlines are prioritized.
- Ability to work on my own and as part of a team
- Ability to work with or without supervision
- Excellent customer service skills
- Flexible and always open to change.
- Good Communication Skills
- Good ICT skills
- Good physical fitness and endurance
- Good time management skills
- Thorough and attentive to details
- Very strong desire to succeed
- Willingness to learn fast and take up challenging responsibilities

LANGUAGE SKILLS

- English
- Swahili

INTERESTS

- Socializing
- Travelling
- Reading

REFEREES

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

MARCELINE OTIENO

WAITRESS

PROFILE AND CAREER OBJECTIVE

I am a self-motivated, ambitious, hardworking and result oriented lady who is able to work in a multi- cultural environment in order to deliver on multiple projects. My urge is to make more significant contribution in developing new business opportunities and excellently satisfying customers' needs by working in dynamic, national, multinational and fast growing institution that promotes career development and an opportunity to develop new skill and abilities.

WORK EXPERIENCE

2022 – Todate : Tafari Castle

Position : Waitress

Duties & Responsibilities

- Welcome customers warmly upon arrival.
- Escort them to their tables and provide menus.
- Explain menu items and specials.
- Answer questions about food and beverages.
- Accurately take food and drink orders.
- Deliver orders promptly and correctly.
- Check in with guests during the meal to ensure satisfaction.
- Present checks to customers.
- Accept cash, credit card, or other forms of payment.
- Return change or receipts.
- Clear dirty dishes and refill drinks as needed.
- Reset tables for the next guests.
- Handle complaints or concerns professionally.
- Ensure overall guest satisfaction.
- Coordinate with kitchen and bar staff.
- Communicate guest allergies or special requests.
- Maintain a clean dining area and workstation.
- Follow health and safety guidelines.
- Suggest popular or higher-margin items to increase sales.
- Offer desserts, drinks, or additional sides.

2021 : Comfy Inn, Eldoret

Position : Assistant Housekeeper

Duties & Responsibilities

- Replaced linens and made beds on daily basis.
- Performed thorough deep cleaning, consistently receiving top scores on customer evaluation surveys.

EDUCATION HISTORY

2019 – 2021 : Eldoret National Polytechnic- Kenya
Course : Diploma Certificate in Tourism Mgt

2019 : Eldoret National Polytechnic- Kenya
Course : Certificate in Tour Guiding Techniques

2019 : Double Impact Foundation-
Course : Certificate in hair dressing and beauty

2014 - 2017 : Umoja Secondary School -Kenya
Course : Kenya Certificate of Secondary Education

2004 – 2013 : St Patrick's School- Kenya
Course : Kenya Certificate of Primary Education

