

John Bergsen

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LinkedIn | Portfolio



A banquet server with five years of experience providing exceptional service with up to 200 attendees during large events. A strong history of collaborating with kitchen staff and banquet servers to refine operational workflows in fast-paced restaurant environments.

Professional Experience

July 2021 - Present

Lead Banquet Server

Harlem Banquet Hall, New York, NY

- Provide outstanding service to guests across over 400 events with up to 200 attendees, coordinate restaurant operations, and ensure an exceptional dining experience
- Manage and train a team of over 15 banquet servers and define workflows to maximize operational efficiency, contributing to a 92% guest satisfaction rating
- Resolve guest issues in a timely and professional manner and coordinate with kitchen staff to accommodate unique dietary needs and menu adjustments

June 2019 - July 2021

Banquet Server

Rosemont Banquet Hall, New York, NY

- Delivered exceptional guest service during over 100 events with up to 150 attendees, fielded guest concerns, and identified timely solutions to ensure a quality dining experience, contributing to a 12% increase in repeat business
- Collaborated with diverse teams of banquet servers and chefs to refine restaurant operations and enhance service delivery

Education

Bachelor of Arts (B.A.) in Hospitality & Tourism

University of Syracuse, New York, NY | June 2019

Key Skills

Team management



Guest relations



Hospitality

management



Event management



Staff development



Certifications

ServSafe Certification, 2019