



John Bergsen

Banquet Server

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Portfolio

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

List Your Key Skills

- Team management
- Event management
- Guest relations
- Staff development
- Hospitality management

Add Your 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

July 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

Add Your Education

September 2015 - June 2019

Bachelor of Arts (B.A.) in Hospitality & Tourism
University of Syracuse, New York, NY

Certifications

January 2019

ServSafe Certification