



JEREMY BERGIN

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A banquet server with five years of experience providing quality service to 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.

Key Skills

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

Education

- Bachelor of Arts (B.A.) in Hospitality & Tourism**
University of Syracuse, New York, NY | June 2019

Certifications

- ServSafe Certification**
| March 2019

Professional Experience

Lead Banquet Server

Harlem Banquet Hall, New York, NY | July 2021 - August 2024

- Offer excellent service to guests across over 400 events with up to 200 attendees, coordinate restaurant operations, and ensure a memorable 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 promptly and professionally, and coordinate with kitchen staff to accommodate unique dietary needs and menu adjustments.

Banquet Server

Rosemont Banquet Hall, New York, NY | June 2019 - July 2021

- Delivered excellent 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.