

# Daisey Bergmans

Food Server

## Profile

Dedicated Food Server with 1 year of experience providing exceptional customer service in fast-paced dining environments. Skilled in accurate order taking, efficient food delivery, and maintaining a clean and organized workspace. Demonstrates a strong work ethic and a commitment to ensuring guest satisfaction. Eager to contribute to a dynamic team and continue developing hospitality skills.

## Employment History

### Food Server at Golden Corral, AR

Feb 2023 - Present

- Successfully increased average check size by 15% through upselling and recommending additional menu items, resulting in higher overall sales for the restaurant.
- Consistently maintained a customer satisfaction rating of 95% or higher, based on feedback from guest surveys and manager evaluations.
- Trained and mentored four new servers over a six-month period, improving overall team performance and helping to reduce staff turnover by 10%.
- Implemented a new table management system that reduced wait times for guests by 20%, enhancing overall customer experience and increasing repeat business.

### Server Assistant at Taziki's Mediterranean Café, AR

Aug 2022 - Jan 2023

- Successfully increased table turnover rate by 15% through efficient pre-bussing and prompt assistance to servers, resulting in higher customer satisfaction and increased revenue for Taziki's Mediterranean Café in AR.
- Streamlined communication between servers and kitchen staff by implementing a new system for organizing and prioritizing orders, leading to a 20% reduction in ticket times and improved overall guest experience.
- Consistently maintained a 98% accuracy rate on order input and delivery, ensuring timely and accurate service for guests and contributing to the restaurant's positive reputation in the community.

## Certificates

### ServSafe Food Handler Certification

Oct 2021

### Certified Professional in Catering and Events (CPCE)

May 2020

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## Education

### Certificate in Food and Beverage Service at University of Arkansas, Fayetteville, AR

Aug 2017 - May 2022

Relevant Coursework: Food Safety and Sanitation, Menu Planning and Design, Beverage Management, Customer Service, Table Service Techniques, Food and Beverage Cost Control, and Event Planning.

## Links

[linkedin.com/in/daiseybergmans](https://www.linkedin.com/in/daiseybergmans)

## Skills

Menu Memorization

Order Accuracy

Allergen Awareness

Tableside Etiquette

POS Operation

Time Management

Conflict Resolution

## Languages

English

French