

John Broyles

Los Angeles, CA 90044

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(424) 385-3635

- Motivated and adaptable hospitality professional with a deep knowledge of back-of-house and front-of-house procedures and a core belief in superior customer service.
- Strong communicator, reliable team player with excellent interpersonal skills.
- Efficient time manager with a substantial knowledge of wines, cocktails, food safety, and allergens.
- Proficient in various POS systems, with ample experience to support and mentor less experienced peers.
- Bilingual - English/Spanish.

Work Experience

Crowd Control

Contemporary Services Corporation-Torrance, CA

June 2020 to October 2024

- Provide crowd control for various venues throughout the Greater Los Angeles area. Focused on delivering best-in-class experiences.
- Ensure customer satisfaction by providing informative and engaging assistance to guests.

Server

Del Frisco's-Santa Monica, CA

July 2016 to June 2020

- Provided professional food and beverage service in a positive and friendly manner.
- Assisted guests with menu selections, ensuring prompt and efficient delivery of orders.
- Maintained dining ambiance with enthusiasm, pre-bussing tables as needed to enhance the guest experience.

Server

The Ivy-Los Angeles, CA

February 2013 to July 2016

- Assigned and scheduled waiters to designated serving zones.
- Maintained flow of reservations to optimize table occupation and wait staff.
- Resolved customer questions and complaints with excellence and escalated complex issues.
- Conferred in a timely and detailed manner with upper management.
- Cash reconciliation and balance management.

Dishwasher/Cook/Server

Charlie's-Dayton, OH

April 2008 to January 2013

- Supported both back-of-house and front-of-house operations, adhering to safety standards and maintaining cleanliness.
- Ensured quality and accuracy of food orders while providing attentive service to patrons.

Education

ServSafe National Restaurant Association - Los Angeles, CA

Certifications and Licenses

ServSafe

Food Handler Certification