Lucia Ruggiero

Banquet Server

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SUMMARY

Banquet server with 5 years at a ski resort and a convention hotel, working about 160 events a year from 20-guest board dinners to 550-guest galas. Trusted with head-table service, wine pours and allergy-flagged plates, and trained 9 seasonal servers on BEO reading and synchronized plate drops. ServSafe Food Handler and TIPS certified.

EXPERIENCE

Banquet Server — Lone Mountain Alpine Lodge

Big Sky, MT · Nov 2021 – Present

- Serve about 160 banquets a year, including 45 weddings and 30 corporate retreats of 80 to 550 guests.
- Run head-table and VIP service at 25 events a year, coordinating toasts, speeches and course timing with the captain.
- Track allergy and dietary plates on seating charts, delivering up to 60 special meals per event with no wrong-plate incidents in 3 seasons.
- Pour and track wine for plated dinners of up to 300 guests, keeping bottle counts accurate for post-event billing.
- Trained 9 seasonal servers on BEO reading, tray carrying and synchronized plate drops before the winter peak.

Banquet Server — Rimrock Plaza Conference Hotel

Billings, MT · Apr 2019 – Oct 2021

- Set and served 4 to 6 meeting-room functions a day for conferences of up to 900 attendees, from coffee breaks to buffet lunches.
- Turned a 600-seat ballroom from classroom to banquet rounds in 70 minutes with a crew of 8 servers.
- Replenished buffets for 400-guest lunches to keep lines under 10 minutes, following the chef's food safety holding times.
- Broke down and inventoried linen, china and glassware after events, cutting the monthly loss count by about 120 pieces.

SKILLS

Service Styles: Plated, buffet, family style, French service, passed hors d'oeuvres, action stations

Banquet Operations: BEO reading, room sets (rounds, classroom, theater), table settings, linen folds

Beverage: Wine service and pours, champagne toasts, coffee and tea service, hosted bar support

Safety & Guests: Allergen tracking, food holding temperatures, tray carrying, guest relations

CERTIFICATIONS

ServSafe Food Handler Certificate, 2022

TIPS On-Premise Certification, 2022

EDUCATION

High School Diploma, Bozeman High School, 2018

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