

Matthew Saylor

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Objective

Obtain a customer service position to focus on leadership, communication, and customer service skills.

Skills

Availability, Fast service, Adaptability, Strong customer service, Ability to perform well under pressure, Building strong relations with the customers, Team player

Experience

Orange Hill Restaurant & Events / Server

March 2021 - Current Orange, CA

Extensive Knowledge of all foods and drinks on menus
Greeted and seated guests quickly and courteously.
Prepared and serviced many private parties for VIP Events
Answered guest queries about menu items and ingredients.
Ensured cleanliness and organization of dining areas.
Micros POS operated
Served meals and beverages in accordance with service standards
Multitasking managing guests tables while running food and drinks to expedite service throughout the restaurant

The Standard Grill / Server

April 2019 - January 2020 New York, NY

Extensive Knowledge of all foods and drinks on menus
Greeted and seated guests quickly and courteously.
Prepared and serviced many hotel private parties for VIP
Answered guest queries about menu items and ingredients.
Ensured cleanliness and organization of dining areas.
Squirrel POS operated
Served meals and beverages in accordance with hotel presentation standards
Prepared and serviced many private parties for VIP Events

Dallas BBQ Times Square / Server

July 2018 - April 2019 New York, NY

Handled multiple tables at one time with quick turnovers
Team leader and trainer of new employees
Extensive Knowledge of all foods and drinks on menus

Provided a clean and stimulating environment for all guests
Greeted all guests; making sure all food and drinks are delivered in a timely manner
Handled of cash and properly closing out all CC transactions

Chevy's Fresh Mex Restaurant of Times Square / Server

June 2016 - July 2018, New York, NY

Handled multiple tables at one time with quick turnovers
Team leader and trainer of new employees
Extensive Knowledge of all foods and drinks on menus
Provided a clean and stimulating environment for all guests
Greeted all guests; making sure all food and drinks are delivered in a timely manner
Handled of cash and properly closing out all CC transactions

John's Pizzeria of Times Square/ Server

October 2014 - June 2016, Jersey City, NJ

Checked Identification of patrons
Greet newly seated guests in a friendly and timely manner.
Mixed and served alcoholic and non-alcoholic beverages to patrons of the bar
Kept the bar well stocked by maintaining the liquor, garnishes and glasses
Gathered cash, receipts or tabs in correct amounts and was responsible for cash and inventory for time worked.

747 Bar and Grille / Bartender

February 2012 - September 2014, Bayonne, NJ

Checked Identification of patrons
Greet newly seated guests in a friendly and timely manner.
Mixed and served alcoholic and non-alcoholic beverages to patrons of the bar
Kept the bar well stocked by maintaining the liquor, garnishes and glasses
Gathered cash, receipts or tabs in correct amounts and was responsible for cash and inventory for time worked.