

# Matthew Taylor

## Night Manager

Belfast BT5 5DE

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Dynamic and results-oriented Night Manager with extensive experience in the hospitality industry, specializing in managing nightly operations at Holiday Inn Belfast City Centre. Known for delivering exceptional guest experiences through meticulous attention to detail, proactive problem-solving, and effective team leadership. Proven track record in maintaining high standards of service, ensuring safety and security protocols, and enhancing operational efficiency. Demonstrates strong organizational and communication skills, consistently contributing to the hotel's reputation for excellence. Committed to driving guest satisfaction and operational success in a fast-paced environment.

Willing to relocate: Anywhere

## Personal Details

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**Driver's License:** Motorcycles

**Eligible to work in the UK:** Yes

**Highest Level of Education:** GCSE or equivalent

**Industry:** Hospitality & Tourism, Security & Public Safety

## Work Experience

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### SIA Door Supervisor, SIA CCTV & PSA Door Supervisor

Eventsec-Belfast

July 2021 to Present

As a Security Guard with Eventsec, I provided comprehensive security services for high-profile events across Northern Ireland and the Republic of Ireland. My responsibilities included managing crowd control, ensuring the safety of attendees, and coordinating with local law enforcement to uphold security protocols. I demonstrated exceptional vigilance and professionalism in both fast-paced and static environments, consistently delivering a secure and positive experience for event organizers and guests alike.

During my tenure, I worked at various notable venues, including:

- Belsonic, Belfast, Ormeau Park
- Waterfront Hall, Belfast
- Limelight Nightclub, Belfast
- SSE Arena, Belfast (as both Security and in the Control Room)
- Odyssey Trust Control Room, Belfast
- Aviva Stadium, Dublin
- Marlay Park, Dublin
- Malahide Castle, Dublin
- Custom House Square, Belfast
- The National Stadium, Belfast
- Odyssey Pavilion, Belfast
- The Gasworks, Belfast

## **Night Manager**

Holiday Inn-Belfast

March 2023 to September 2024

During my tenure at Holiday Inn Belfast City Centre, I advanced from Night Assistant Manager to Night Manager, demonstrating a strong capability in managing nightly operations and ensuring exceptional guest experiences. I honed skills in team leadership, problem-solving, and operational efficiency, consistently upholding the hotel's high standards. My role involved overseeing night shifts, handling guest inquiries and issues, and coordinating with various departments to maintain seamless operations, contributing to the hotel's reputation for excellent service.

## **Parking Attendant**

Value Car Parks-Belfast

January 2023 to September 2023

As a Car Park Attendant with Value Car Parks in Belfast, I was responsible for managing daily operations, ensuring efficient parking and security for all vehicles. My role involved assisting customers with inquiries, handling payments, and resolving any issues promptly and professionally. I developed strong organisational and communication skills, maintained high standards of service, and contributed to a smooth and secure parking experience for both regular and new customers.

## **Night Assistant Manager**

Holiday Inn-Belfast

November 2022 to March 2023

As a Night Assistant Manager at Holiday Inn Belfast City Centre, I adeptly oversee nightly operations, ensuring exceptional guest experiences through vigilant management and prompt resolution of issues. My role includes supervising front desk staff, coordinating with various departments, and implementing operational protocols to maintain high service standards. Leveraging strong problem-solving skills and attention to detail, I contribute to the smooth and efficient running of the hotel, consistently enhancing guest satisfaction and upholding the brand's reputation for excellence.

## **High Court Security Guard**

G4S-Belfast

February 2021 to January 2023

As a Court Security Guard at the Royal Courts of Justice and Laganside Court in Belfast, I expertly managed courtroom security, ensuring the safety of all personnel and maintaining order during high-profile cases. My role with G4S on P&O Ferries involved overseeing security operations and facilitating smooth boarding processes. During the COVID-19 pandemic, I provided crucial security at designated hotels, enforcing health and safety protocols to safeguard guests and staff. My experience reflects a strong commitment to security and public safety across diverse environments.

## **Door Supervisor**

Killiane Security Services-Belfast

January 2022 to December 2022

As a Door Supervisor at Marcus Ward, Lux Nightclub, and Common Market, I demonstrated exceptional skills in maintaining a secure and welcoming environment. My role involved overseeing crowd control, enforcing venue policies, and ensuring compliance with safety regulations. I excelled in conflict resolution, providing a high standard of customer service while managing a range of challenging situations with professionalism and tact. My proactive approach and strong communication skills contributed to the smooth operation and positive reputation of each establishment.

## **Night Porter**

Premier Inn-Belfast

April 2021 to November 2022

As a Night Porter at Premier Inn, I adeptly managed the unique challenges posed by our proximity to the SSE Arena, handling high volumes of guest traffic with professionalism and efficiency. My role required vigilant security oversight due to the competitive pricing of our rooms, ensuring a safe and

welcoming environment for all guests. Through effective communication and proactive problem-solving, I maintained high standards of service and security during peak times.

### **Delivery Team**

McDonald's-Bangor

January 2020 to May 2020

Being apart of the delivery team, made me carry out duties such as, taking charge of the fresh food and sundries deliveries, checking that the orders matched the original orders and informing the manager of any discrepancies. I would store the the food in compliance with McDonalds food safety policy which, included checking and recording the temperatures of the fridges and freezers used to store the food. I also maintained a good health and safety maintenance in the stock taking areas. I had official meetings with the manger where we discussed ideas on how to improve efficiency and was proud to learn that they adopted several ideas of mine to the business. Working here helped me improve upon my communication, teamworking and leadership skills.

## Education

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### **GCSE**

Nendrum College - Comber

2011 to 2016

## Languages

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- English - Expert