

# MATTHEW TAPLEY

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## PROFILE

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Passionate and driven to achieve excellence within the restaurant sector with proven skill in staff motivation and development, thus optimising team potential and meeting profit and operational targets. Highly adaptable management style allows an ability to stay fresh and up to date while adhering to core values needed to be a successful restaurateur. Striving to deliver a service that not only exceeds expectations but values the guest above all else. Adept decision maker and calm under pressure with a hands-on approach believing that leading by example brings increased standards, profits and job satisfaction. Overseas work has instilled a keen interest in world culture and language that allows for a greater understanding of people and their individual needs whether a team member or a guest.

## PROFESSIONAL WORK EXPERIENCE

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|---|---|---------------|
| Feb2016 – Present   | The Purefoy Arms: <i>FOH Manager</i>                  | Hampshire, UK |
| <ul style="list-style-type: none"><li>• Set up and managed all aspects of front of house at this beautiful country venue in a small village South of Basingstoke</li><li>• Greatly improved knowledge of starting up a business and getting it off the ground along with an increased appreciation of the administrative side of hospitality</li><li>• Developed a keen insight into sourcing the highest quality produce for the lowest possible cost and establishing positive relationships with suppliers</li></ul> |   |               |
| Mar2014 – Jan2016   | Browns Bar & Brasserie: <i>Restaurant Manager</i>     | Sussex, UK    |
| <ul style="list-style-type: none"><li>• Led staff development and service standards for a team of ten waiters</li><li>• Assisted in training of bar staff due to extensive knowledge of wines and spirits</li><li>• Implemented SOPs for front of house staff to ensure consistent quality of service and upkeep of the site</li><li>• Day to day operational duties</li></ul>  |   |               |
| Sep2012 – Mar2014   | MacDonald's Bath Spa Hotel: <i>F&amp;B Supervisor</i> | Somerset, UK  |
| <ul style="list-style-type: none"><li>• Assisted the running of a 2AA rosette restaurant alongside two bars, a lounge and casual dining area, heading front of house development and motivation as well as day to day operational duties</li><li>• Designed the concept for and implemented the opening of a Champagne bar near the restaurant to improve the logistics of service to the main dining hall and delivering an extra touch of elegance befitting a 5* hotel</li></ul>                                     |   |               |

- Worked closely with all other departments constantly looking as ways to enhance the guests' experience in all aspects of their stay by taking an active interest in their needs and preferences
- Successfully reduced the previously unnecessarily large holding stock of wines and spirits to an appropriate level, receiving attention from senior management of the estate and freeing up funds to install superior wine cabinets and open the Champagne bar

Apr2012 – Jun2012

Alfred's: *Chef de Rang*

London, UK

- Spent three months in the private members club serving superb British/French cuisine to some of the world's most influential people
- Largely expanded a previously intermediate knowledge of wine and spirits essential to providing the service required by the clientele
- Gained invaluable experience in fine dining and a completely different view of service and it's application in different environments

Jan2011 – Mar2012

Paradise: *Head Waiter*

London. UK

- Led a team of eight waiting staff delivering exceptional service with a huge focus on having fun with the guests and creating an overall experience rather than a meal out
- Established a good level of wine and spirit knowledge due to a personal interest leading to training improvements and a more developed team
- Worked closely with the venue manager to accommodate celebrities and artists performing at the site, often involving special or unusual requests
- Frequently hosted wedding dinners and ceremonies seating up to seventy five, the restaurant team delivering precise, elegant service to tight time constraints with skill

## EDUCATION

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2000 – 2002

Ralph Allen School: GCSE

Bath, UK

- GCSEs in English literature, Physics, Chemistry, Biology, English language, Mathematics, History and German. Awarded 1 A, 5 Bs, 1 C and 1 D respectively

## WORK RELATED QUALIFICATIONS

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2012: WSET lvl 1 Award in Wines

2010: Personal License for the retail of alcohol

## PERSONAL ACHIEVEMENTS

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2011                      Royal Parks Foundation Half Marathon: *Runner*                      London, UK

Ran the Royal Parks Foundation half marathon in October and raised £600 for the children's sporting charity 'Right to Play'

2008                      Royal Parks Foundation Half Marathon: *Runner*                      London, UK

Ran the first Royal Parks Foundation half marathon in October and raised £500 for the children's education charity 'READ International'

2008                      Bath Half Marathon: *Runner*                      Bath, UK

Ran the Bath half marathon in March and raised £300 for the children's charity 'Unicef'