

# Matthew Mucha

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## Work Experience

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### **Assistant Manager**

Glodejo LLC - Falls Church, VA  
November 2019 to Present

I review the previous day's financial reports and staffing schedule, making any necessary adjustments for the day ahead.

I'm responsible for overseeing the daily operations of the restaurant, and my focus is always on providing excellent customer service. I greet guests as they arrive, making sure they feel welcome and comfortable. Throughout the day, I'm constantly checking on tables to ensure that everything is running smoothly and guests are happy.

I also manage the staff, ensuring they are trained, motivated, and working efficiently. I hire new employees when needed, schedule shifts, and handle any staff issues that may arise. I'm always looking for ways to improve the overall customer experience, from creating new menu items to coordinating special events.

In addition to managing the front-of-house operations, I'm also responsible for inventory management, ordering supplies, and maintaining equipment and facilities. It's a lot to manage, but I love the challenge and the sense of accomplishment when everything runs smoothly.

At the end of the day, I review the financial reports and make sure all the staff has clocked out, and I can head home, proud of another successful day at the restaurant.

### **Server/Cashier**

Ledo's Pizza - Rockville, MD  
June 2021 to July 2022

#### Responsibilities:

- Greet guests as they arrive, escort them to their table, and present them with menus
- Make recommendations on our most popular dishes and drinks
- Take guests' orders accurately and efficiently
- Communicate guests' requests to the kitchen staff and ensure that food is prepared according to the guests' specifications
- Serve food and beverages to guests, ensuring that all orders are complete and accurate
- Check on guests regularly to ensure that they are satisfied with their meals and drinks
- Address any questions or concerns that guests may have
- Keep the dining area clean and organized, including clearing dishes and resetting tables
- Process payments and handle cash and credit card transactions
- Maintain a positive and professional attitude towards guests and co-workers
- Follow health and safety guidelines and maintain a clean and hygienic work environment

## Skills

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- AutoCAD
- Python
- C++
- Java
- HTML/CSS

## Languages

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- English - Fluent
- Spanish - Expert