

Matthew Nossavage

MNossavage@Mail.Niagara.Edu

EDUCATION

Niagara University, College of Hospitality and Tourism Management

Class of 2018

B.S. Hotel & Restaurant Management, Concentration in Luxury Hospitality Operations, Focus in Club Management

CERTIFICATIONS

- CPR/AED - American Heart Association's Heart Saver Program *Expires 2017*
- TIPS - Training for Intervention Procedure for responsible service of alcohol *Expires 2020*
- ServSafe - Food Protection Manager Certification, National Restaurant Association *Expires 2018*
- Contemporary Club Management Course Certificate, Educational Institute of AH&LA

EXPERIENCE

The Buffalo Club

February 2016 – Present

Bartender

- Utilize expansive knowledge of cocktails; specialty liquors, beer, and wine, in order to serve members and support wait staff
- Bartend various club and private events, as well as in the formal and informal dining rooms and cocktail lounge
- Accountable to conduct monthly inventory

Niagara University, College of Hospitality and Tourism Management

September 2016 – Present

Teaching Assistant for Food Preparation Principles and Menu & Food Production

- Assist faculty member with kitchen instruction
- Supervise and assist students with course work varying in back of the house operations
- Ensure proper food preparation and kitchen safety techniques

Baltimore Country Club

May – August 2017

Events Management Intern

- Lead, trained, directed and assisted staff with a variety of events including weddings, charities tournaments, business meetings and socials, experiencing events ranging from 15 to 1500 attendees
- Accountable to write a captain reports following the conclusion of each event
- Focused primarily on club events particularly the Friday Night Food Fun at the Pool Series events, themed buffets each Friday night at the pool complex.
- Successfully completed a Competitive Market Analysis of private events in the Baltimore area for an internship project
- Facilitated on-course food and beverage for multiple golf events, club sponsored as well as private tournaments
- Took on Pool Café and Bar outlet managerial responsibilities of the operation that sees over 14,000 covers and had gross sales of over \$220,000 in the three-month season
- Managed a la carte dining operation, overseeing service staff, consisting of full time staff as well as international and domestic interns.
- Effectively communicated with an array of departments in order to provide gracious hospitality, which is set out in the club's mission statement.

Poolside Café Supervisory Intern

- Managed informal quick service poolside café, generating gross sales of \$148,000.00
- Prepared weekly schedules for an average 27 front of the house and culinary staff with a payroll expense exceeding \$83,000
- Responsible for the overall operations of the back of the house, requisitioned product, ensured proper food preparation and kitchen safety techniques
- Actively participated in weekly food and beverage management meetings
- Communicated and worked with different department heads throughout the club to ensure an efficient and organized operation
- Contributed to the planning, preparation and execution in the club's annual Independence Day firework event, drawing 2,500 members and guests
- Rotated between the multiple dining outlets, supervising the service staff as well as bartended various club and private events
- Recorded and controlled inventory for the poolside operation

Beverage Operations Intern

- Successfully completed rigorous four quarter beverage oriented internship program
- Created a Bar-Back training manual that has been implemented at the club
- Rotated through Pool Café and Bar outlet with shift supervisory responsibilities; managing a staff of 10 café employees and one bartender, writing shift reports and maintaining the club's goal of providing gracious hospitality
- Prepared and executed the set-up of ten full bars for the clubs Independence Day celebration drawing 1,650 members
- Set up and monitored course beverage stations for Men's Invitational Golf tournament, a 350 person golf event covering 36 holes
- Accountable to conduct inventory monthly for both clubhouses and all outlets,
- Responsible for the stocking of all beverage outlets within the club which generate \$1.4 million in beverage revenue annually
- Worked side by side with management executing events and working in ala carte dining
- Bartended in the ala carte dining room, weddings and private events between both clubhouses
- Assisted in creating the schedule of the beverage staff as well as assisted in the ordering of all beverage items

ACHIEVEMENTS

- The Club Foundation, Joe Purdue Scholarship, Recipient 2016 & 2017
- New York State CMAA, Student Scholarship, Recipient 2016
- Club Management Association of America, Student Chapter of the Year 2014, 2015, 2016

ACTIVITIES

- Niagara University Student Government Association, Executive Cabinet, Treasurer 2017 – 2018
- Niagara University Student Government Association, Class of 2018, Vice President 2016 – 2017
- Club Management Association of America, Niagara Student Chapter, Treasurer 2015–2016
- Club Management Association of America, Niagara Student Chapter, Member 2014–2017