

Norwalk Patch

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10 Questions With James Olsen Of Sandbar

Here's how James Olsen of Sandbar is creating a memorable experience for diners in Cold Spring Harbor.



James Olsen, general manager of [Sandbar](#), goes above and beyond when it comes to pleasing his guests. That's why he has been a successful part of the restaurant industry for most of his life. With his positive outlook, love for the restaurant business and impeccable hospitality, satisfying the customer is just second nature to Olsen.

Located in Cold Spring Harbor, Sandbar is the perfect summer spot to get the full coastal dining experience. And according to Olsen, there's nothing better than a day on the water followed by rosé, seafood and something sweet!

Patch: How long have you been doing business in town?

Olsen: Sandbar is celebrating the start of its second year of business on Sept. 28.

Patch: What attracted you to the line of work you're in, and how did you get started?

Olsen: I have been in the restaurant industry for most of my life. I began as a dishwasher at 13 years old and since have held all front-of-house positions. I love the restaurant business, it gets in your blood; the satisfaction of successfully completing service for a room full of people.

Patch: If you had to sum up your business mission to a stranger in five words, what would those words be?

Olsen: Provide a quick vacation from life.

Patch: What's the biggest challenge or most difficult moment you've faced in your job?

Olsen: The biggest challenge of the job is to make sure that all guests are happy. Some may not always see the glass as half-full, but it is my mission to change that perception.

Patch: What's the most satisfying part of your job?

Olsen: The most satisfying thing is when a guest approaches you, thanks you and tells you about the most memorable experience that they've ever had at a restaurant. That is my goal. Receiving that sort of reaction takes much more than good food and good service. That is a true testament of remarkable hospitality.

Patch: How would you say your business distinguishes itself from the others?

Olsen: I will do everything in my power to make a guest happy. I have many years of experience, and I can almost say that I've seen it all. I am rarely surprised.

Patch: *What's the best piece of advice you've ever been given when it comes to success?*

Olsen: Treat your guests like your family, and they'll always return.

Patch: *What would you say are the secrets to your success?*

Olsen: I can't give away all my secrets, but I can say always stay professional and always take care of your team. I believe it's my job to look after them so they can look after our guests. I know the caliber of experience we aim to deliver and how to teach the methods to make that happen. Keep the best interest of your team a priority, and the rest will fall into place.

Patch: *What is your favorite thing about Patch?*

Olsen: Love Patch. I love the hyperlocal aspect of it.

Patch: *When is the best time to come check out your business?*

Olsen: Summer is a beautiful time of year in Cold Spring Harbor, especially by water. We're a short stroll away from Whaler's Cove Yacht Club and Powles Marina, two fantastic spots to dock your boat, and we encourage you to reserve a mooring or slip and join us!

Patch: *How can Patch readers learn more about your work and business?*

Olsen: Follow us on Facebook and Instagram, both pages are full of our "breaking news." You can also visit our [website](#) for all the details.