



WE'RE HIRING

Assistant Bar Manager

As an Assistant Bar Manager, you are responsible for supporting the Bar Manager in the daily operations of the bar and supervising team members during assigned shifts. You ensure outstanding guest service, oversee bartenders and bar staff, maintain smooth day-to-day operations, and foster a positive and productive work environment. You strive to achieve high levels of guest and team member satisfaction while creating memorable guest experiences and maintaining operational excellence.

About Papagayo Curaçao

Papagayo is an international hotspot in the heart of the Caribbean with luxury villas on one of Curaçao's finest locations, an upscale design hotel on the beach, a trendy beach club, and a versatile beach plaza, home to a classy casino, a contemporary spa, a wide range of restaurants and bars, a state-of-the-art fitness centre, a supermarket and various shops. Papagayo Curaçao is your one-stop shop destination.

General responsibilities

- Adhering to all division and local standard policies and procedures.
- Performing all guests contact activities in a cordial, efficient and professional manner. At all items maintaining a commitment to guest satisfaction.
- Maintaining a cooperative, team-like attitude in working with supervisors and colleagues, to help achieve our common goals of maximizing guest satisfaction and profit margins.
- Maintaining a positive attitude toward the hotel and the job being performed.
- Reporting to work on time and in proper uniform/attire.
- Each team member is expected to carry out all reasonable requests by management, which the associate is capable of performing.



Specific responsibilities

Operations

- Assist in managing the day-to-day operations of the bar.
- Supervise and support bartenders and bar staff to ensure excellent customer service.
- Train, mentor, and schedule bar team members to maintain high performance.
- Monitor inventory levels, place orders, and minimize waste and stock shortages.
- Ensure compliance with health, safety, and alcohol service regulations.
- Prepare and monitor cash handling, POS transactions, and end-of-shift reconciliations.
- Maintain high standards of cleanliness, organization, and presentation throughout the bar.
- Resolve customer complaints professionally and ensure a positive guest experience.
- Support the creation and promotion of beverage menus, specials, and seasonal offerings.
- Support promotional events, happy hours, and special functions.
- Address equipment maintenance issues and coordinate repairs when necessary.
- Create and manage staff schedules to ensure adequate coverage.
- Step in as acting as Bar Manager when the Bar Manager is absent.
- Control beverage cost and cost percentages.
- Place orders and negotiate prices with suppliers.
- Perform the payroll for the bar team.
- Maintain positive working relationships with suppliers and vendors.
- Help implement strategies to increase sales and improve customer satisfaction.
- Monitor employee performance and provide constructive feedback.
- Ensure all opening and closing procedures are completed correctly.
- Enforce responsible alcohol service and verify customers' legal drinking age.
- Ensure compliance with health, safety, and liquor licensing regulations.



Gues satisfaction

- Sets a positive example for guest relations.
- Interacts with guests to obtain feedback om product quality and service levels; effectively response and handles guest problems and complaints.
- Empowers team members to provide excellent guest service.

Human Resources

- Ensure all team members are trained to support successfully daily operations.
- Communicates performance expectations in accordance with job descriptions for each position.
- Establishes and maintains open, collaborative relationships with team members.
- Actively solicits team member feedback, utilizes “open door” policy and reviews team members satisfaction results to identify and address team member problems or concerns, Brings issues to the attention of the Executive Beach Club Manager or Human Resources as necessary.

Financial

- Making improvement proposals to the manager regarding turnover, schedules, menus etc. Based on experience.
- Co-responsible for daily turnover and registration.

Other

- Performs other duties as assigned to meet business needs.

Job requirements

Education

: Minimum completed MBO level 4.

Experience

: Minimum of 2 years experience in a similar position.

Languages

: Dutch, English. Spanish, Papiamentu and German is

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