

WE'RE HIRING

Bar Manager

As a bar manager you are responsible for daily shift operations and supervision of team members. You will provide outstanding guest service and organize a healthy work environment for all team members and memorable experiences for all guests.

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 fellow team members, to help achieve our common goals of maximizing guests' satisfaction and profit margins.
- Maintaining a positive attitude toward Papagayo Curaçao and the job being performed.
- Each team member is expected to carry out all reasonable requests by management, which the team member can perform.

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Specific responsibilities

Operations

- Supervises daily shift operations and ensures compliance with bar standards and procedures.
- Responsible for implementing agreed upon policy and procedures.
- Understands and maintains standards for the bar(s)
- Establishes and monitors daily and weekly cleaning of the bar(s).
- Trains team members and monitors adherence to all policies and procedures.
- Taking care of the contact between guests and the bar(s).
- Provide leadership and guidance.
- Scheduling of shifts.
- Manage labor requirements daily.
- Be familiar with and adhere to local laws with regards to alcohol consumption.
- Creating and suggesting beverage menus.
- Responsible for orders and compiling the assortment.
- Responsible for stock tracking.
- Achievement of budgeted beverage sales and labor costs.
- Be available to guests, out on the floor and easily visible able to alleviate questions/concerns and provide excellent guest service.

Guest satisfaction

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



Human Resources

- Ensures all team members are trained to support successful daily operations.
- Communicates performance expectations in accordance with job descriptions for each position.
- Informing and briefing the staff about the daily operations.
- Establishes and maintains open, collaborative relationships with team members.
- Actively solicits associate feedback, utilizes “open door” policy and reviews team members satisfaction results to identify and address associate problems or concerns. Bring issues to the attention of the executive beach club manager or Human Resources as necessary.

Financial

- Making improvement proposals to the Executive Beach Club Manager regarding turnover, schedules, menu etc. based on experience.
- Co-responsible for daily turnover and registration.
- Responsible for the set beverage costs.

Other

- Performs other duties as assigned to meet business needs.
- Flexibility regarding working hours, working days is required. (nights, weekends, holidays etc.)

Job requirements

Education : Minimum completed education HBO direction hospitality & events.
Experience : Minimum of 4 years of experience in a similar position.
Languages : Dutch, English, Spanish and German is a pre.

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