



Toucan Beach Curacao

RESORT OPERATIONS SUPERVISOR

Job description:

As a Resort Operations Supervisor for Bon Bini Seaside Resort, you will oversee and ensure the seamless functioning of all resort operations. You will lead and manage a team of operational staff, including Front Office and Housekeeping, to maintain efficiency and deliver exceptional service. In collaboration with the General Manager, you will develop and implement operational policies and procedures aligned with the company's standards and goals.

In the role of **Resort Operations Supervisor**, you are directly accountable to the **General Manager**.

The Resort Operations Supervisor is **responsible** for:

- Guide, train and lead the operational staff. Responsible for tasks such as light groundskeeping, customer service, housekeeping/front Desk/Admin Services and other resort function and tasks
- Ensure arrival and departure process run smooth at the resort
- Engage with customers and get valuable feedback
- Ensure cleanliness and standards in the rooms are present consistently at all times.
- Manage successfully operational expenses aligned with the budget
- Work staff schedules on a weekly basis and monitor productivity based on resort occupancy
- Oversee administrative duties, including record-keeping, report generation, and compliance with operational policies
- Is responsible for the presentation of correct cash and revenue statements to the accounting
- Manage payroll processes, ensuring accuracy and timeliness of employee compensation
- Support HR functions such as onboarding, employee relations, and fostering a positive work culture
- Collaborate on financial tasks, including expense tracking, budget adherence, and reporting



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Competencies and expectations

Guest orientation:

- Is courteous, courteous, and well-mannered towards others
- Collecting guest data to ensure personalized service
- Also offers unsolicited extra service.
- Knows the expectations of the guests meets them and tries to exceed them.
- Has good communication skills, speaks and writes Dutch and English. Papiamentu and Spanish is a plus.

Innovation-oriented:

- Is fascinated to always come up with new ideas and try them out.
- Smells opportunities and has an urge to act on them.
- Sees and looks for opportunities to do things differently/better.
- Comes up with innovative/unusual but unique solutions.

Performance-oriented:

- Is ambitious, and always tries to surpass himself.
- Explores the limits of your abilities.
- Gets the best out of himself.
- Is only satisfied when the goal/result has been achieved.
- Can "up-sell" naturally

Powers:

- Carry out responsibilities and tasks as described above.
- Operate golf buggy.
- Operating the computer and telephone exchange.
- Authorized to issue quotations/confirmations.
- Authorized to make payments.



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Desired attitude:

- Is a team player.
- Helps colleagues to achieve common goals.
- Can work well independently.
- Proactive in providing services to the guest to optimize service provision.
- Company Ambassador.
- Takes responsibility for his actions.

Requirements:

- MBO degree in hospitality, tourism, or a related field
- Preferably five years of experience in a similar position
- Passion for hospitality
- Flexible employability, evenings/weekends/holidays.
- Able to build relationships with guests
- Has an enthusiastic, friendly, and guest-oriented personality
- Knowledge of PMS systems, preferably from Opera
- You have verbal and written knowledge of the Dutch, English, Spanish and Papiamentu languages.