



Toucan Beach Curacao

BAR EMPLOYEE

Job description:

As a Bar Employee, you are responsible for preparing and serving ready all drinks within the Beach club.

In the role as **Bar Employee**, you report directly to the **Supervisor**.

The Bar Employee is **responsible** for:

- Execution of all work within the bar.
- Enforcement of working conditions, hygiene and safety regulations (HACCP, personal hygiene, protective equipment, etc.)
- Quality of service (speed of service, guest experience).
- Make proposals for improving quality.
- Connection to the policy of the Beach club.
- Making proposals to improve the range of drinks.
- Ensuring the representative state of facilities.
- Improving efficiency / productivity.
- Improving the formula options.

Reporting and accountability

- Ensuring adequate administration and supplying the required information on drink stock.
- Drawing up recipes for preparing compound drinks and cocktails.
- Cash register and accountability activities: preparing the cash register when opening the bar.
- Checkout with guests or register orders in room (account).

Competencies

Guest orientation:

- Is courteous, courteous and well-mannered towards others.
- Collecting guest data (data) to guarantee personal service.
- Avoid statements such as "no, that is not possible" or "it is busy" without explanation
- Also offers unsolicited extra service.
- Has knowledge of the expectations of the guests and meets them and tries to exceed them.
- Has good communication skills, speaks Dutch and English. Papiamentu and Spanish is an advantage.



Toucan Beach

Curacao

Innovation-oriented:

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

Performance-oriented:

- Is ambitious, always tries to surpass himself.
- Explores the limits of one's ability.
- Gets the best out of himself.
- Is not satisfied until the goal / result has been reached.

Nature and dynamics of the work

- Guest contact is aimed at providing an atmosphere focused on the formula and the experience of the guests.
- Wide range of drinks, employee bar should be able to respond to the most common questions from guests.
- Preparation takes place by combining the wishes / tastes of guests into a drinking experience.
- High technical skill level due to the variety of complex cocktails and mixes.

Expectations:

From his role / position he / she can be characterized as the host and advisor (in their choices) of the guests at the bar. He / she is not only responsible for preparing and serving (complex) drinks and snacks, but also does the preparation (stock replenishment, take care of mise en place, make / keep representative bar area) and takes care of the settlement (or booking on the room number).

- Taking care of the mastic, such as checking the bar and seating area.
- Replenishing the bar stock by collecting and loading required items.
- Correct, timely and complete preparation (mise en place) of all drinks, glassware, tools and drink garnishes.
- Sufficient buffet stock.
- In accordance with regulations (including instruction, working methods, HACCP and presentation).
- Welcoming guests at the bar, taking orders, providing information on drinks and snacks.
- Pass on or prepare your own orders (pour in).
- Providing information to and maintaining guests at the bar.
- Customer satisfaction (atmosphere, service, etc.)



Toucan Beach

Curacao

- Completeness and correctness of information provided (events).
- Checking and accounting for used drinks / raw materials and receipts.
- Cleaning and cleaning activities: clearing and keeping the bar and surroundings in a presentable condition.
- Tidying up and cleaning the workspaces and bar equipment after working hours.
- Removal of waste.
- Tidy and clean bar environment.
- Knowledge of the company rules and frameworks of the company formula.
- Reliable / Integrity handles confidential information with care.
- Keeps promises and agreements, represents what he / she says.
- Is courteous, courteous, and well-mannered towards others.

Aggravating circumstances:

- Effort in supplying cooling units and storage areas.
- Walking and standing, sometimes place-specific works.
- (Sometimes) there is work pressure at peaks in the workload.
- (Occasional) talk of (atmosphere) threats / aggression.

