

F&B MANAGER

Baoase is not a service, it is an experience where guests feel at home.

Baoase Luxury Resort

Surrounded by the crystal clear waters of the Caribbean Sea, Baoase Luxury Resort is situated in the South of Curaçao, next to Willemstad. With its meandering free-form pools, waterfalls, swaying palm trees, and an idyllic private beach and lagoon, luxury becomes limitless. This family-owned resort has 23 rooms, suites, and villas in Balinese style uniting the privacy of personal accommodations with the service of a 5-star plus luxury resort. In the heart of it all, you will find our Baoase Culinary Beach Restaurant. This is where our Executive Chef adds a whiff of tropical influences and loads of Asian flavors to his French techniques, turning beach-proof dishes into something more. Fresher. Refined. Yet always with a sandals-and-sundress-attitude.

AWARDS

Baoase continues to win hospitality prizes each year, a summary of a few of these prizes below, *Please find a full list of the awards of our resort and Culinary Beach Restaurant on our website* <https://baoase.com/our-story/#awards>

- TripAdvisor's Travelers' Choice Best of Best Winner 2022 & 2023 by TripAdvisor
- Best All-Inclusive Resort Curaçao 2023 by US News & World Report
- Condé Nast Travelers Readers' Choice Awards 2023 by Condé Nast Traveler
- Best Boutique Hotel Curaçao 2023 by Caribbean Journal
- Curaçao's Leading Resort 2023 by World Travel Awards
- Curacao Best Hotel Restaurant 2022 & 2023 by World Culinary Awards
- Curacao Best Resort Ranking 2022 & 2023 by US News & World Report

BAOASE OVERVIEW

MISSION

At Baoase Luxury Resort, our mission is to redefine luxury living by seamlessly blending family values, personalized service, comfort, and style.

As a family-owned enterprise, we extend beyond traditional resorts, offering hotels, exceptional dining, and residential real estate.

We create a unique "homecoming feeling," welcoming guests as friends and treating them as cherished members of our extended family. Our commitment is to consistently exceed expectations, with every interaction shaped by a culture of genuine care and attention.

Our colleagues, considered family, deliver personalized service, leading by example and taking immense pride in their work. Baoase is synonymous with tranquility, providing a serene escape that effortlessly combines comfort with style.

Embracing Oriental elegance with local influences, our resort is a testament to cultural richness, adding an authentic touch to the Baoase experience.

Ultimately, we aim to provide an unforgettable lifestyle characterized by family values, personalized service, and a unique fusion of comfort and style. Join us in creating lasting memories beyond the ordinary.

VISION

Baoase Luxury Resort aims to be the premier luxury lifestyle brand in the Caribbean, known for exclusivity, exceptional service, and unique experiences. Our vision includes consistently ranking among the top 10 luxury boutique resorts by offering an Asian-inspired environment, personalized service, and a serene atmosphere.

We are committed to providing guests with a period of complete relaxation and rejuvenation, leaving a lasting impression. As we expand, we will safeguard our intimate resort identity, preserving our unique selling proposition.

In essence, our vision is to elevate Baoase Luxury Resort to new heights, offering a distinctive blend of luxury, warmth, and unforgettable experiences for our guests.

ABOUT US

Dedicated to creating an unforgettable experience, we pride ourselves on offering a tranquil and rejuvenating retreat. Our team, treated as an extension of our family, is empowered to provide personalized service that transcends expectations. We lead by example, instilling pride in their work to ensure each guest receives the utmost care and attention to detail.

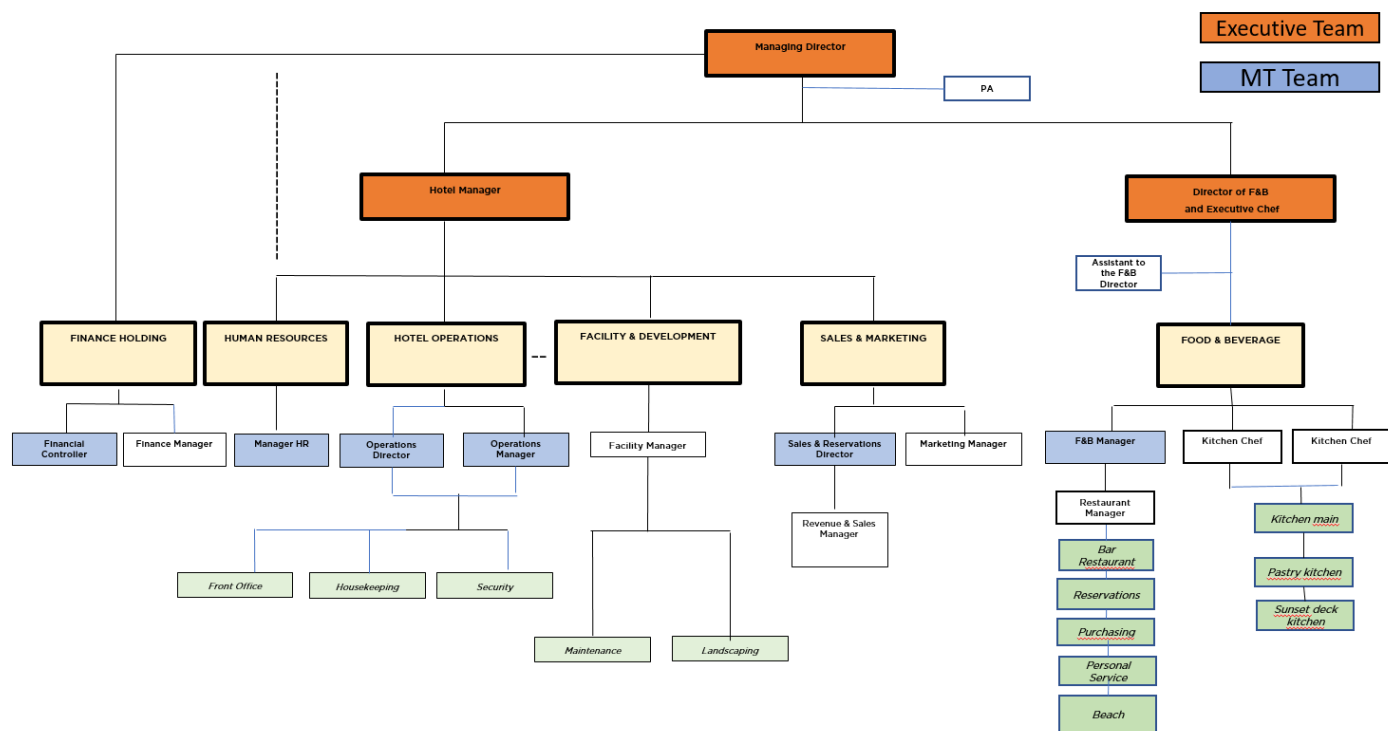
Influenced by oriental design with a local touch, our brand aims to create an authentic and unique experience. We strive to imbue a sense of tranquility throughout the resort, allowing guests to escape the pressures of daily life and indulge in the epitome of luxury. At the heart of our mission is the creation of a lifestyle brand that becomes an integral part of our guests' lives. Committed to continuous improvement, we evolve our offerings to surpass guest expectations, providing an unparalleled and transformative experience.



JOB DESCRIPTION

Position Overview

Responsible for the daily management, coaching, and coordination of Food and Beverage (F&B) employees and assistant managers/supervisors. The F&B Manager leads the team in preparing and serving food and beverages, ensuring impeccable guest service and satisfaction.



Organizational structure

REPORTS TO

F&B director & executive chef

Direct reports

- Restaurant manager
- Supervisor sunset deck
- Supervisor beach
- Supervisor personal server

F&B departments

- Diner/lunch restaurant team
- Breakfast restaurant team
- Personal server team
- Beach butler team
- Purchasing team
- Kitchen
- Reservations and events department

- Supervisor breakfast
- Sommelier
- Purchasing supervisor

CORE RESPONSIBILITIES

In this pivotal role, you embody the "sea of tranquility" for both guests and team members while orchestrating intricate operations. The Food and Beverage (F&B) department, being central to guest interactions, relies on your adept coordination as the F&B Manager. Your meticulous planning ensures seamless guest experiences, making F&B a cornerstone of our 5-star plus resort.

PROFESSIONAL PROFILE

Working at the highest echelon of 5-star plus service, you lead a dynamic, international team at the Caribbean's most prestigious, award-winning resort. Interacting with our exclusive clientele demands a commitment to excellence and a profound understanding of guest needs. Your role is integral to maintaining the resort's unparalleled reputation.

DIVERSE ENGAGEMENT

Given our diverse international clientele, comprising 50% from the United States and 50% from the Netherlands, your days are a dynamic interplay of managing and personalizing interactions. Upholding the exclusive standards requires constant vigilance and adaptability, ensuring both challenges and accomplishments define your daily operations.

MEETING MANAGEMENT

As the F&B Manager, you are tasked with attending and leading various meetings on a daily, weekly, monthly, and quarterly basis. These meetings serve to synchronize departmental activities, address operational challenges, and contribute to strategic planning. Accurate minute-taking and dissemination ensure transparent communication and accountability.

Daily

- Stand-up meeting 9:30 with al de hotel departments
- Lunch team briefing
- Diner team briefing
- Beach team briefing
- Meeting reservations department
- Meeting purchasing

Weekly

- Arrival meeting
- Management Get Together
- Individual managers/supervisor / heads of dept within F&B
- F&B director and Executive chef meeting
- Meeting with the kitchen chefs

Monthly

- Operations meetings with Housekeeping manager, director of F&B, director of Sales & Marketing and the Hotel Manager
- Management Meeting
- HR Intro meeting new staff

Quarterly

- Strategic supervisors & head of department meeting
- Strategic & Financial meeting

BUSINESS OPERATIONS

Ensuring uninterrupted business operations, you coordinate stock management, oversee cleaning maintenance, and manage administrative tasks. You play a crucial role in maintaining the prescribed administration, registering waste, and addressing any deviations from operational standards.

FINANCIAL ACUMEN

Your role extends to budgetary oversight, where you draw up department budgets, propose investments, and seek Board approval. Your financial insight contributes to maintaining the F&B department's fiscal health.

EVENT PLANNING

Beyond daily operations, you play a key role in selling and planning weddings, photo shoots, and social activities within the resort. This involves handling inquiries, coordinating events, and ensuring a memorable experience for guests.

RESPONSIBILITIES AND DUTIES

Your responsibilities encompass strategic planning, process optimization, personnel management, and ensuring the F&B department's alignment with budgetary targets. You adeptly manage diverse tasks, from recruitment and employee development to overseeing daily operations, inventory control, and customer satisfaction.

Draws up and implements procedures to monitor and control the progress of processes, tasks or activities of employees as well as the progress of own position/activities and responsibilities;

Initiates and optimizes activities, processes and tools within the department, which lead to improvement of efficiency, cooperation with other departments, third parties and guest satisfaction;

Identifies and anticipates problems. Keeps the overview: makes connections between data; Taking care of personnel management in collaboration with the human resources department.

These include:

- Recruitment & Selection;
- Hiring new employees;
- Assessing and recommending employees for training, promotion, making salary proposals and dismissal;
- Leading employees and motivating and coaching them to achieve optimal performance;
- Organize the work, give directions and instructions, monitor progress and work quality. Solving problems that arise.
- Guiding new employees and trainees;
- Giving directions and instructions to employees;
- Discussing results, card changes;
- Promoting ideas/proposals from managers, developing them into plans/actions;
- Delegate tasks to supervisors/1st employee F&B in case of absence;
- Transferring views and decisions to supervisors and/or 1st F&B employee;
- Ensure correct wearing of uniforms;
- Managing the Bar, Restaurant, Kitchen, Canteen, Social Events and beach departments.

Making work schedules:

- Planning of the work schedule
- Deploying the number of employees correctly at the right times
- Resolving bottlenecks

Directing and executing the work in the restaurant, in changing shifts and weekends, divided into groups regarding breakfast/lunches and dinners, weddings and events.

- Receiving, advising and informing guests;
- Handle complaints, in the last resort, from guests and respond adequately to this;
- Being attentive to the wishes of guests and to compliance with the requirements with regard to company hygiene and working and presentation methods;
- Checking out with guests;
- Administrative tasks such as turning and checking the (computer) cash register, opening and/or closing the bar/restaurant.

Preparing and planning the execution of daily activities based on own experience data, sales planning, planned special events such as weddings and events.

- Accepting and discussing reservations and recording the agreements and wishes made with customers;
- Preparing parties/weddings/events, preparing and preparing the mise en place.

Ensuring that the F&B department achieves the correct service level and budgeted turnover/return:

- Ensure a tailored product range (determining menu/wine list, activities, consultation with suppliers, etc.);
- Ensure the timely presence of sufficient aids/equipment (equipment for kitchen and service);
- Supervise the implementation and efficiency of the operation, through daily checks, observations and reports; initiating actions and adjustments;
- Dealing with guest complaints as a last resort.

Ensure uninterrupted business operations:

- Coordinating sufficient stock of drinks, raw materials and auxiliary materials, etc.;
- Planning of daily required products/raw materials and filling in order lists;
- Checking received products, complaining about deviations/problems;
- Supervising correct stock management and correct ordering from regular suppliers against centrally determined conditions;
- Coordinating cleaning maintenance of guest and production areas, repair and maintenance of kitchen/restaurant and furniture;
- Keeping the prescribed administration;
- Registering waste; own use and repression.

Drawing up the department budget with proposals for investments. These must be explained in order to obtain the approval of the Board of Directors.

Selling and planning all wedding requests in consultation with the Social Event Planner:

- Answering the e-mails in which all wedding requests come in;
- Answer all wedding requests by telephone, in writing and by e-mail, and make the potential guests enthusiastic about Baoase;
- Consult with the Social Event Planner about a possible wedding request and discuss options for accepting it;
- Assess wedding requests that can be accepted and, if necessary, forward them to Special Events/Ban Casa;
- Weddings that we can arrange ourselves: discuss details with the guests, coordinate and make quotes;
- If the wedding is organized by a wedding planner, introduce these wedding planners to the guest, maintain contact with the wedding planners about the progress of the request;
- Giving tours for all upcoming bridal couples who come by and provide them with all the necessary information;
- Leading the entire event during the weddings;
- Putting together scenarios for the weddings and ensuring coordination to all departments involved.

Selling and planning all photo shoots:

- Handle all requests, both by telephone and in writing, regarding photo shoots;
- Receiving guests during the photo shoot;
- Guiding and assisting during the photo shoot;
- Take care of the costs of the photo shoot (booking and paying).

Promoting social activities within the resort.

- Promoting our social activities, such as the luxury picnic, private dining in a gazebo, etc. among our guests;
- Thinking along in the expansion of our social activities;
- Taking care of the decoration of social activities;
- Take care of booking social activity for a guest. Taking care of the scenario and ensuring that all information is coordinated to the necessary departments.

Other activities.

- Performing all occurring activities in the bar/restaurant yourself;
- Daily coordination of taste panel;
- Taking care of the daily meeting;
- Checking checklists and cleaning schedules;
- Working according to the etiquette, included in the protocol booklet;
- Maintaining contacts with internal departments (informative/coordination of activities) and suppliers (orders);
- Participate in various forms of internal and external consultation;
- Making contributions to company policy, from the perspective of one's own professional discipline, for example through participation in the MT or staff consultations;
- Submitting proposals and co-decide on proposals from colleagues. Ensure the implementation of decisions taken;
- Taking care of promotional activities for F&B and taking care of the production and distribution of information and promotional material in collaboration with the Sales & Marketing department;
- Taking care of the marketing of the restaurant in collaboration with the Sales & Marketing department;

- Other activities related to the above, commissioned by a manager;
- Due to the small scale of our resort, there may sometimes be activities that fall outside the job description, and will have nothing to do with the "normal" activities, this will always be in consultation with the manager.

QUALIFICATIONS AND SKILLS

You bring to the table a minimum of one year of experience in a similar role, with strong communication, leadership, and financial management skills. Your ability to navigate diverse responsibilities, coupled with proficiency in English and Dutch, positions you as a guest-oriented, flexible, and reliable professional.

LEADERSHIP AND COMPETENCIES

Exhibiting leadership by example, you display competencies such as service orientation, flexibility, responsibility, and reliability. As a team player, you contribute to the collaborative success of the F&B department, ensuring it remains a beacon of excellence within our resort.

Job requirements

- HBO working and thinking level;
- Teacher diploma ("leermeester diploma");
- At least one year of experience in a similar position;
- Strong communication skills and social skills;
- Able to motivate and direct his/her employees;
- Team player;
- Representative;
- Flexible setting;
- Have financial insight;
- Being able to deal with reports;
- Computer skills;
- Knowledge of the Dinnerware system,
- Stress resistant;
- Strong personality and persuasiveness;
- Guest oriented.

Languages

Speak, read and write English and Dutch. Spanish would be an asset.

Leadership skills; Leading by example.

Competencies

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|--------------------|--------------------------|
| • Service oriented | • Flexible work attitude |
| • Team player | • Responsible/reliable |