



# Tovean Beach

## Curacao

### GENERAL SERVER

#### Job description:

As a general server you are responsible for advising guests and serving drinks and dishes on the beach and in the restaurant. You work on the beach or in the restaurant and also perform various administrative tasks such as processing orders via the computer / cash register and settling with the guest and properly closing the invoice financially.

In the role of general server, you report directly to the **Supervisor**.

The General Server is **responsible** for:

- Advising guests, taking and processing the order, serving drinks and dishes, settling with the guest and properly closing the bill of guests in the restaurant or on the beach
- Greet and welcome the guest and introduce themselves to the guest
- Advises the guest on his / her choice and explains the range
- Sells the specials and offers / choice menu
- Provides information to the guest about activities within the organization (events)
- Takes care of the provision of drinks and dishes in his / her neighborhood
- Keeps his / her working environment clean
- Create mastic and mise and place for the assigned work area (neighborhood)
- Provides a unique experience for the guest in his / her neighborhood
- Observes the atmosphere and monitors it by giving personal attention to the guest
- Monitors the quality of the drinks and dishes and corrects if necessary
- Treats simple complaints and resolves them independently or asks for help from the supervisor for heavier complaints
- Ensures that all existing procedures are followed
- Helps colleagues where necessary in consultation with the supervisor
- Follows training courses to acquire more knowledge and better skills



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### 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.

#### 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

### Expectations

- flexibility employability
- is courteous, courteous and well-mannered towards others
- collects guest data (data) to provide personalized service
- also offers unsolicited extra service
- Meets and exceeds the expectations of the guests
- is outgoing
- 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



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### Requirements

- Passion for the hospitality industry
- Basic knowledge of dishes, ingredients, drinks and events
- Is outgoing, communicative and flawless (presentation)
- Has an enthusiastic, friendly and guest-oriented personality
- Can work under pressure and remains calm and professional in a stressful situation
- Able to stand and walk for a long time during an 8-hour shift/ Is able to work in full sun on the beach
- Can perform multiple tasks at the same time (multi-tasking)
- Is skilled with the required wearing techniques

