



PORTO MONTENEGRO
A life less ordinary

WE ARE LOOKING FOR

OPERATIONS SUPERVISOR

We are currently looking to hire an Operations Supervisor to join our team in a luxurious Yacht Club combining an iconic 64m infinity edge swimming pool, restaurant and bar; fine dining restaurant and wine bar; nightclub; and a waterfront oasis beach bar.

In this role, you will be responsible for providing operational supervision and support in the absence of a senior manager or Pool Master in all venues of the PMYC as well as the Blue Room and at events organized throughout Porto Montenegro.

The position is expected to be an operational leader with the goal of providing excellent guest service and ensuring perfect event execution while maximizing revenue.

Position Location: Tivat, Montenegro

Schedule: Full time, Seasonal contract

Position reports to: Operations Manager, Nightclub Manager, Restaurant Manager

YOUR DAILY TASKS WILL INCLUDE THE FOLLOWING:

- Direct activities of service team and constantly monitor all areas to ensure service and product standards are met. Perform daily team briefing to ensure information is distributed evenly;
- Train and evaluate team members in service procedures, selling techniques and POS system processing. If necessary, take disciplinary action in accordance with PMYC standards, vision and objectives and in consultation with senior management;
- Ensure hygiene standards and cleanliness is maintained in all front of house areas, including bathrooms, PMYC lounge and restaurant, and that any corrections are performed or communicated to senior management;
- Perform opening and closing checklists, ensuring that venue is ready for operation, including bar stocking and lounge and restaurant setup;
- Communicate with reception regarding reservations and special requests to ensure expectations are met;
- Act as a host in all areas of the PMYC, maintaining visibility in front of house areas maintaining a high profile with guests and members. Constantly obtain guest feedback during operation to ensure high guest satisfaction while taking ownership of guest complaints and handling professionally;
- Advise management of staffing needs to ensure adequate coverage of all areas;
- Develop and recommend creative promotional programs to maximize revenue and service targets. Plan and implement an effective sales plan and promotional activities;
- Enforce personal grooming and physical appearance standards of staff, and ensure compliance with YCOM-101 House Rules;
- On a daily basis make an effort to check in with each member of the restaurant and nightclub team and monitor the overall mood and operation of the team.

REQUIREMENTS:

- High School degree minimum;
 - Minimum 3 years of experience as a bartender, of which minimum 1 year in a supervisory role;
 - Excellent written and spoken English, additional languages are a plus;
 - Strong motivation skills and the ability to establish and nurture relationships with guests and staff;
 - Knowledge of common IT programs including Excel, Word and Power Point.
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INTERESTED?

If you would like to hear more about this opportunity, then please get in touch. All applications will be treated with confidentiality, and circulation of candidate information shall be limited to internal administration relative to the recruiting process.

Please submit and complete your application in confidence to: Human Resources, Adriatic Marinas d.o.o. via <https://careers.portomontenegro.com/jobs/vacancies-for-the-summer-2022-qlQ>

All applications must be in English.

We look forward to receiving your application and meeting you in the process!

Porto Montenegro is an equal opportunity employer and selects employees on the basis of experience, qualifications, ability, intelligence, character and motivation. All persons are entitled to equal employment opportunity regardless of the race, colour, nationality, social or ethnic origin, affiliation with a minority national community, native language, religion, political or other opinion, gender, sexual preference, age, marital or family status, wealth, membership in political organizations, disability, medical condition including pregnancy, or any other personal characteristics.
