

THE Fairmont SOUTHAMPTON

Reigning from atop Bermuda's highest point, over a majestic 100 acre estate, The Fairmont Southampton is located on the southern shore of Bermuda. The Fairmont Southampton has been the island's premier luxury resort since its opening in 1972 and is regarded as a leader in the hospitality industry on the island.

Regional Director of Sales & Marketing

The Fairmont Hotels & Resorts, Bermuda is looking for an Area Director of Sales. This position is accountable for managing the total sales and marketing efforts for Bermuda. The incumbent is charged with the responsibility of generating agreed upon production and activity objectives based on the overall objectives of the hotels and supporting corporate programs as directed.

This position reports to the Managing Director for Bermuda and reporting to this position are: The Director of Sales, Bermuda based in New York, The Director of Sales & Marketing, Hamilton Princess, The Director of Public Relations, Bermuda, all Fairmont Southampton Sales, Revenue Management and Reservations employees.

Qualifications:

- Seven (7) years sales experience at a regional and or hotel level of which at least three (3) years has been as the Director of Sales and or Marketing
- Proven track record in the creation and effective implementation of complex hotel marketing programs
- Must have successfully managed a multi-person sales force including territory assignment, quota establishment and production monitoring
- The successful candidate will be a proven team leader
- Regular entertaining of key hotel clients and prospective clients is required during evenings and weekends
- Regular travel includes supervision of the New York Sales office, trade show attendance, and sales calls on key accounts abroad
- Highly energetic with a demonstrated exceptional organizational and communication skills
- Must be creative and an effective leader, possessing a high degree of professionalism, sound human resources and administrative skills
- Proficiency in Windows, Word Perfect, Word, Lotus or Excel, Delphi, Fedelio and PowerPoint
- Must be well organized and results oriented
- Strong Communication, negotiation and good presentation skills
- Ability to balance the interests of many parties.
- Bachelors Degree and or Hotel Management an asset.

Reservation Manager

The Sales & Marketing Department is looking for a highly motivated, results oriented Reservations Manager. This department requires strong, clear and consistent leadership with a focus on constant improvement of processes and employee performance to provide excellent guest service and satisfaction.

Reporting to the Regional Director of Sales & Marketing, the Reservation Manager is responsible for overseeing the operations of the Reservations Department:

Duties and Responsibilities include but are not limited to:

- Responsible for managing and coordinating all Group and Individual reservations
- Maintains close liaison with the Sales, Conference, and Accounting Teams
- Produce Daily, Weekly, Monthly and Quarterly reports as required
- Select, train and evaluate the performance of all reservation staff
- Ensures daily checklists of all staff are complete (Group and FIT Specialists)
- Conduct all performance reviews (probationary & annual)
- Responsible for setting of individual and team objectives in accordance with revenue/reservation/hotel goals
- Problem solving to ensure that guest expectations are exceeded
- Attend pre-convention meetings, revenue management meetings, group/convention meetings and department head meetings as required
- maximize revenues by ensuring all reservation staff have a high degree of knowledge of room product and hotel services
- responsible for ensuring all group information is correctly & promptly loaded in MFR and that inventory is maintained so that the group is available for sale by GRC
- Liaison with Fairmont's Global Reservation Centre and owner of Sell Web tool.
- Ability to assist in Director of Revenue Management's absence

Qualifications:

- Must have strong working knowledge of MFR, Property Manager and S&C.
- Must display strong analytical, organizational and administrative skills to be able to deal with multiple priorities simultaneously
- Strong Communication and interpersonal skills
- Previous 3 years in a supervisory/management role
- Working knowledge of Word, Excel, Outlook, and GroupMax an asset
- Must be flexible with the ability to sustain a high level of productivity and efficiency at all times
- Post secondary education. Hospitality degree/diploma an asset

Director, Discover Bermuda

We are looking for an individual who is highly motivated, creative and a strong leader who is able to manage large volumes of group destination services including site inspections, transportation, activities, theme parties, event décor and tours. The candidate will develop business plans, sales and marketing materials, create profitable vendor relationships and manage the Discover Bermuda team.

Duties and Responsibilities include but are not limited to:

- Developing and Maintaining Sales and Marketing Strategy in line with Global & Corporate Fairmont Objectives
- Developing Highly Creative Proposals, maximizing customer satisfaction
- Supervising and managing the destination Services Department as a service oriented component of the hotel
- Hiring, Training and Coaching Leaders and employees
- Creating, modifying and delivering unique themed events using new exciting venues and partnerships, and expanding product line.
- Developing sales and marketing collateral including Web site design.
- Creating profitable vendor contracts and relationships.
- Contacting tentative/definite groups to offer assistance in activity planning.
- Participating in all site inspections.
- Developing and cost proposals to clients and manage the event process through its successful completion.
- Budgeting and forecasting departmental revenues.
- Reviewing and approving charges from suppliers used for tour or other activities.
- Providing a written review of monthly profit and loss reports.
- Creating and seek out new ideas for activities.

Qualifications:

- Previous experience as Owner / Operator of a DMC Company or Director in a 4 star or better large Hotel Destination Services department
- Experience in Hotel Sales & Marketing in a 4 Diamond Property an asset.
- Proven ability leading a team towards achieving & exceeding departmental goals
- Degree or diploma in Hotel/Restaurant Management or related discipline an asset
- Previously demonstrated leadership skills supporting an environment of colleague growth and development, interdepartmental teamwork and exceptional customer service
- Computer literate with Delphi, Microsoft Excel & Microsoft Word
- Excellent interpersonal and communication skills, including written, verbal and presentation skills
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Proven ability to successfully create events and develop themes (including purchasing or sourcing of all equipment, props, vendor services...complete costing of all aspects of the event).
- Must be able to provide at least 3 Corporate Client Referral Letters.
- Must be able to provide samples of Destination Service documents to support experience such as Client Contracts and Manifests and explain the Destination Service Process.
- Must be able to prepare multiple contracts in a timely manner

Conference Services Manager

The Conference Services Manager will perform and be responsible for, but not limited to, the following:

- Plan, implement, coordinate and oversee all program details of Group clients from an established base of key and other repeat accounts
- Establish effective, close working relationship with clients before, during and after group program
- Ensure each department within the hotel is thoroughly knowledgeable about the client's requirements and expectations, prior to and throughout the duration of the event
- Delivering on promises through a proactive approach, ensuring attention to detail for every event

- Constantly seeking creative ways to improve service, overall revenues and profitability
- Working effectively with Banquets and Accounting to ensure optimal guest satisfaction
- Ensuring adherence to all Fairmont Hotels & Resorts core standards for catering and banquets
- Maintaining a close and effective working relationship with all operations departments.
- Be proactive with a demonstrated eye for the detail and the ability to manage multiple functions/projects while meeting deadlines
- Contribute to and participate in the growth and success of the Conference Services Department and Group client business through active and creative decision-making

Qualifications:

- Degree/Diploma in Hospitality Management or a University Degree is a strong asset
- Experience in Hotel Catering or Sales Management preferred
- Strong knowledge of Windows 95, MS Office (Word/Excel), Lotus 123, Delphi, and LANmark an asset.
- Excellent interpersonal and communication skills, both written and verbal
- Proven leadership ability that supports an environment of exceptional customer service and interdepartmental teamwork
- Proven ability to build and maintain positive customer relations
- Demonstrated team player who is service excellence focused, analytical and proactive with proven organizational skills
- Self-motivated and able to work with minimal supervision in an active, dynamic, fast-paced environment, and effectively complete multiple tasks within tight time frames and be able to adjust to changing priorities

Assistant Controller

Reporting to the Controller, the successful applicant will monitor and supervise the accounting function of the hotel, maintaining a system that will provide accurate and timely data in accordance with Fairmont Policies and Procedures. The Assistant Controller will be responsible for the supervision and development of the accounting staff, including the Accountant, Accounts Payable, Income Audit, General Cashier, Payroll, and Food and Beverage Analyst

Responsibilities and Duties will be, but are not limited to:

- Assist in the preparation of financial statements, annual budgets, and operating forecasts ensuring that all management reports meet the tight reporting deadlines.
- Provide leadership, coaching and support to the accounting staff by motivating and training to provide exceptional guest service.
- Monitor, supervise and prepare month-end balance sheet account reconciliation and analysis.
- Manage the company's general ledger; ensuring all month-end account reconciliations, account analysis and closing procedures are performed in a timely manner.
- Assist departments in the interpretation, orientation, training and analysis of revenue, payroll and expense matters.
- Assist in maintaining a system of internal controls, meeting all of corporate policies and procedural requirements, ensuring all departments comply with policy.
- Assist in the effective utilization and integration of hotel and accounting technology systems, including software applications, current and future
- Be functionally responsible for handling the activities of the Controller in his absence.
- Verify the accuracy of all audit transactions, ensuring accurate daily reporting of financial information.
- Actively contribute to hotel overall leadership and direction.

Qualifications:

- Professional designation or acceptable university degree with an appropriate specialization in Accounting or enrolled in a recognized accounting program with progression to 4th or 5th level. Or the equivalent experience.
- Minimum of 10 years hotel accounting experience, two (2) of which as a Controller of a small hotel or as Assistant Controller of a large property.
- Proven leadership and coaching skills with a track record of developing a highly motivated and cross-trained group of progressive accounting professionals.
- Comprehensive knowledge of hotel operating systems and software, including ACCPAC, Hyperion, Microsoft Office, Lotus, LANmark, and Micros POS.
- Excellent administrative, interpersonal, organizational, written and verbal communication skills.

Night Audit Manager

We are actively seeking a motivated and dynamic self-starter to fill the role of Night Audit Manager. The successful Applicant will be responsible for assisting the night audit team in ensuring that the current day's revenues balance and are reconciled.

Responsibilities include but are not limited to:

- Supervising and scheduling the night audit team, ensuring that the work is completed in accordance with the company standards and policies.
- Balancing and auditing all Front Office postings and settlements
- Verifying that the room revenue and the applicable taxes and gratuities have been recorded
- Managing the guest arrival and departure experience in accordance with hotel standard
- Overseeing the operation of the hotel with complete understanding of hotel emergency procedures
- Individual must be willing to work a flexible schedule as determined by the responsibilities outlined.

Qualifications:

- Excellent oral and written communication skills
- Knowledge of Micros Fidelio would be a distinct advantage
- Three years Front Office/Night Audit experience, one of which should be supervising other employees.

Applicants must be willing to work a flexible schedule in order to accomplish all major responsibilities and tasks.

Senior Night Auditor

We are actively seeking a dynamic and enthusiastic Senior Night Auditor who will report to the Night Audit Manager. The successful candidate will be part of a team covering Front Office duties, assisting in completing the audit of the day's business in a fully computerized environment. Therefore, the successful applicant will have a minimum of two year's proven Night Audit experience or a minimum three year's proven Front Desk experience, have a working knowledge of computerized guest accounting and point-of-sales systems. Knowledge of Front office systems, especially Opera and Fidelio would be an asset.

Chef de Concierge

We are actively seeking a self-motivated, guest service driven individual who can take the initiative to make decisions in a fast paced environment by employing energy, creativity, tact, resources and diplomacy to anticipate and always exceed our guests' expectations.

Duties & Responsibilities:

- Directly responsible for managing the day-to-day operation of the Concierge (lobby) and Royal Service Departments
- Ensure compliance to Fairmont Standards and Hotel policies by all members of the Concierge & Royal Service Teams.
- Coaching, counseling, disciplining, evaluating, training and assisting staff members to reach their highest potential. Conduct Personal Development Interviews and Colleague Annual reviews as required.
- Take the leadership role in departmental training and colleague development.
- Facilitate cross training program for all new hires to include Front Office systems, Switchboard, Royal Service, and I-Concierge
- Maintaining a leadership role in securing incremental revenues for the hotel through the promotion of hotel's services and amenities and by actively prompting agents through reservation sell direction
- Creating and managing responsibilities of the Royal Service operation as relates to the speed of service delivery to internal and external guests from housekeeping, Guest Services, Front Office and Maintenance and dining requirements
- Taking care of various administrative tasks including information updating with the Concierge team on new restaurants/tours etc.
- Liaising with related Royal Service departments (housekeeping, guest services, maintenance, restaurants and front desk) to review processes ensuring alignment in goals of exceeding guest expectations
- Scheduling and insuring payroll is accurate and within budget & forecast.
- Communicate the hotel emergency plan and crisis procedures and ensure they are up to date
- Ensure that the hotel is always dealing with and recommending the best outside service providers
- Formulating new procedures in pursuit of improved service
- Dealing with guest challenges
- Be ever-present in the lobby

- Constantly be aware of daily functions, internal promotions as well as food and beverage offering in the hotel

Qualifications:

- Must be fluent in English
- Previous experience in a Hotel Concierge position
- Previous Supervisory experience is an asset
- Must have outstanding Guest Interaction skills
- Must display strong organizational skills
- Must have good motivational skills
- Demonstrated high level of integrity and a role model for exceptional service
- Should recognize the necessity for standards and policies, but should also be able to adapt his/her approach to each situation as necessary
- Should have strong administrative tendencies
- Must have good knowledge of Opera, MS Word and MS Excel
- Must have excellent knowledge of the hotel, its facilities and services
- Must have past experience dealing with the public and Guest Complaints
- Should have a solid knowledge of Bermuda, including its history, tourist attractions and current events
- Should act as a role model to colleagues, and maintain the highest level of personal and ethical conduct
- Must have high grooming standards
- Should have a keen eye for details
- Should be flexible in terms of working hours

Manager Guest Services

The successful applicant will have 3-5 years experience in Guest Services (Bell Desk, Front Door, Transportation) with the goal of providing outstanding arrival, departure & vacation experiences for our guests. Continually driving improved guest service, colleague engagement & fiscal responsibility are key success measures in this role. Continually improving the efficiency of the operation through leadership is also a key component of this role. Strong supervisory and training skills are essential and a Hospitality Diploma an asset. This position requires a minimum of 2 years supervisory experience, must be available to work evenings, weekends and holidays as business needs dictate. Must be computer literate, possessing a strong and proven working knowledge of Windows, Word and Excel. Must demonstrate effective interpersonal, oral and written communication skills, tact, and diplomacy. Must be a team player with the ability to be self-motivated and able to work with minimal supervision.

Manager, Fairmont Gold

Fairmont Gold, the brand's exclusive lifestyle offering features warm and personalized service with amenities such as a private reception desk and a comfortable guest lounge. The Gold Floor is dedicated to a consistent high quality of service designed to meet the needs and expectations of the discriminating business executive and leisure traveler. The Gold Floor has an exclusive, dedicated and attentive management team that provides the finest level of service and commitment to hospitality excellence. Guests enjoy private check-in and check-out services in our Fairmont Gold reception area on the 6th floor. Guests can also access a comfortable private lounge with patio affording stunning views of the Great Sound and Hamilton. The lounge offers an honor bar, cocktail-hour hors d'oeuvres, juice and bottled water, and a complimentary deluxe continental breakfast daily.

Reporting to the Director of Operations, the Fairmont Gold Manager is responsible for ensuring the smooth and efficient operation of all aspects of the Fairmont Gold Operations, while consistently achieving exemplary guest service and adhering to Fairmont policies and procedures.

Duties and Responsibilities include but are not limited to:

- Daily supervision of the Fairmont Gold Operation to ensure the highest level of guest satisfaction and Fairmont Standards are followed at all times.
- Reviewing daily Fairmont Gold reservations to ensure all guest requests are met
- Unparalleled attention to detail with respect to every facet of the operation
- Using the Fairmont Revenue Management philosophies to control the Fairmont Gold room inventory including upgrades, upsells, out of order rooms, sell outs, preventative maintenance and special room projects.
- Building a strong working relationship with the Front Office (front desk, concierge, bell/door and royal service) and Housekeeping departments to sell and promote Fairmont Gold within the hotel.
- Establishing and maintaining communication with all Fairmont Gold colleagues on a daily basis
- Providing strong and effective communication with all other departments, highlighting Fairmont Gold requirements to ensure the proper level of service to our guests
- Maintaining and providing clear, concise, and accurate information to guests about attractions, dining, special events, and other available services.
- Developing and maintaining contacts with counter parts in other Fairmont properties as well as other hotels and hospitality services in the area
- Maintaining and reporting deficiencies in the department and knowledge of all safety and emergency procedures
- Supervising all contributing colleagues who provide services to the Fairmont Gold area to ensure that the appropriate service levels are provided and achieved at all times
- Providing service that consistently exceeds our internal and external guest expectations always leading by example
- Maintaining financial accountability with labor costs and departmental expenses.
- Handling and resolving guests' complaints, including follow up in a timely manner and proper communication in the daily log.
- Actively seeking feedback from employees and guests, including follow-up and action to improve JD Power, EES, GSI and Richey results.

Qualifications:

- A minimum of 2 years, 4-diamond hotel concierge experience.
- An operational knowledge of Property Manager and Microsoft Office Suite required.
- Diploma or degree in Hospitality Management.
- An entrepreneurial spirit is essential
- Must be passionate about guest service, relentless in creating "wow" experiences
- Must be an innovator, with the mindset of constantly analyzing our product and services
- The ability to inspire a team to achieve the ultimate luxury experience is a prerequisite
- Impeccable presentation
- Previous experience in a supervisory or managerial capacity, with a proven record of exceeding guest expectations and commitment to guest service.
- Excellent leadership, written & verbal communications and interpersonal skills.
- Self-motivating with the initiative and ability to complete projects and tasks in a timely manner,
- Great organizational skills with a proven ability to work under pressure.
- Knowledge of a second language and its application in the hotel / hospitality industry would be an asset.
- Active member in good standing of Les Clefs D'Or is an asset

Front Office Manager

We are actively seeking an outgoing and enthusiastic Front Office Manager. Reporting to the Director of Front Office Operations, The Front Office Manager is responsible for the smooth operation of the Front Office Department including the Front Desk, Night Reception, Guest Services, Communication, Bell & Door Service and Trolley Service. The Front Office Manager will contribute to positive business results and create memorable experiences for both Colleagues and Guests. The successful applicant will be responsible for, but not limited to, the following:

- Ensuring the highest level of personalized guest service through the application of all standards, policies and procedures
- Developing an engaged, enthusiastic and guest driven team through recruitment and the promotion and coaching of Performance Management practices that demonstrate consistency and fairness
- Developing and executing action plans and strategies that deliver top quartile results in the four areas of focus: Guests, Colleagues, Owners/Investors, and Brand
- Execution of the hotel's strategic plan
- Achieving Guest Satisfaction goals through service leadership, strong guest relation skills, leading by example, the communication of guest feedback and by embracing technology to enhance the service experience,
- Creating and implementing improvements to our service processes and removing obstacles that hinder service delivery
- Assisting in the maximization of RevPar goals through optimizing occupancy and rate using revenue management tools
- Ensuring the achievement of divisional financial objectives through strong labour management and tight control of operating expenses
- Overseeing the management of the Fairmont President's Club program for the hotel
- Effective and timely interaction with all hotel departments including participation and representation in hotel-wide meetings and committees as required
- Acting as a departmental liaison
- Developing a team of leaders who can effectively act as Managers on Duty for the hotel
- Assisting with budget preparation including capital submissions