

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 it's opening in 1972 and is regarded as a leader in the hospitality industry on the island

- Ensuring compliance with all aspects of Accounting Policy & SOX legislation
- Ensuring that our Environmental objectives are communicated and followed
- Ensuring departmental representation at all hotel committees
- Adhering to all Health & Safety Responsibilities as outlined in the H&S policy
- Ensuring the safety and well being of our Guests and Colleagues by,adherence to the crisis management and BCP plans for the department, in addition to updating and training colleagues through drill exercises
- Ensuring regular and effective communication takes place with all Front Office colleagues and leaders through individual and departmental communication meetings as well as daily interaction with all departments

Qualifications:

- Post secondary education in Hospitality Management an asset
- At least 3 years of progressive experience within a luxury, unionized work environment with a minimum of 2 years experience in a senior Rooms Division Leadership Capacity
- Knowledge of Property Manager, Word, and Excel at an advanced level.
- Proficiency in Opera or equivalent hotel management system
- Proven track record of delivering top quartile guest satisfaction, financial result, colleague engagement and brand adherence.
- Dynamic, enthusiastic, flexible and creative leader who thrives under pressure and can perform multiple functions in a fast-paced, changing environment
- Exemplary written and verbal communication skills
- Proven leadership skills which support an environment of colleague growth and development, interdepartmental teamwork and exceptional customer service
- Superior problem solving abilities
- Must be able to evaluate and select among alternative courses of action quickly and accurately.
- Must work well in stressful, high-pressure situations, maintaining composure and objectivity under pressure.
- Must be effective at handling problems in the workplace, including anticipating, preventing, identifying, and solving problems as necessary.
- Must have the ability to assimilate complex information, data, etc. from disparate sources and consider, adjust, or modify to meet the constraints of the particular need.
- Must be effective at listening to, understanding, and clarifying the concerns and issues raised by coworkers and guests.
- Must be able to work with and understand financial information and date, and basic arithmetic functions.

Assistant Front Desk Manager

Reporting to the Front Office Manager, the Assistant Front Desk Manager will perform and be responsible for a variety of duties including but not limited to, managing the Front Desk operation in the absence of the Front Office Manager and assisting the Front Office Manager in planning, organizing the Front Desk operation.

The successful candidate will be responsible for, but not limited to, providing supervision, training, direction and leadership to the Front Desk staff, overseeing an efficient registration and departure process while ensuring guests are given quality service and staff function both efficiently and effectively; assisting the Front Desk Manager in the development and implementation of Front Desk procedure; resolving any guest related problems graciously and expeditiously while simultaneously protecting the interests of both the guests and the hotel; maintaining grooming and appearance standards for all Front Desk staff; handling reservation functions after hours; achieving RevPar/GOP/CES and JDPA; managing and enforcing all hotel policies and procedures.

The successful candidate must have a minimum of three (3) years front desk experience, one (1) of which must be in a supervisory capacity. A hospitality diploma is an asset. He/She must have proven superior supervisory and training skills and ability to build and maintain positive working relations with all co-workers in a multi-cultural and multi-national environment; and must demonstrate tact, diplomacy and the ability to handle confidential information with discretion. He/She must have demonstrated and effective interpersonal, verbal and written communication skills and be a team player with proven organization skills. He/She must be computer literate including proven keyboard skills, possess a strong and proven knowledge of Property Management Systems, Word and Excel and must be available to work evenings, weekends and holidays.

If you are self-motivated and able to work with minimal supervision in an active, dynamic, fast-paced environment, and can effectively complete multiple tasks within tight time frames and be able to adjust to changing priorities, please submit your resume for this exciting and challenging position.

Executive Director of Housekeeping

The successful candidate is required to have a proven background in housekeeping with demonstrated ability to drive guest satisfaction, financial results and colleague engagement. He/she must have the ability to motivate and lead a vibrant and diverse team while managing to the cleanliness and performance standards of the property. The successful applicant will also oversee the Director of Laundry and Linen Services.

Duties and Responsibilities include but are not limited to:

- Ensure Fairmont Hotels & Resorts core standards are implemented and audited for consistency
- Develop and update Job Task Checklists and Standard Operating Procedures for all shifts and positions
- Maintain all Hotel guest rooms, public areas, and heart of the house area, ensuring that the highest standards of cleanliness are met
- Hire and train Housekeeping team to ensure a successful operation
- Measure, interpret and evaluate working standards and correct where necessary sure effective everyday communications, including coaching and performance management
- Create and maintain good working relationships within the department and with other departments such that a high level of morale is sustained
- Control all purchases for the department and is consistently aware of quality and cost
- Control department labor costs while ensuring effective scheduling, vacation planning and department productivity
- Responsible for the annual budget and the annual linen requisition
- Coordinate preventative maintenance programs with the Director of Engineering
- Oversee the retrieval, safekeeping and disbursement of all lost and found items consistent with company policy
- Conduct regular Housekeeping Meetings to keep employees informed of policies and procedures, special events, further improvement plans and Guest comments
- Suggest improvements to processes and policies that will benefit colleague productivity, costs, guest satisfaction (JD Power scores) and colleague engagement
- Keep informed of the housekeeping standards of competitor hotels
- Interact professionally with individuals outside the hotel, such as suppliers, contractors, labor relations representations and competitors
- Ensure that all departmental reports and correspondence are completed punctually and accurately
- Has ultimate responsibility and accountability for safety training of all department employees and for the overall accident record of the department. Is responsible for taking necessary proactive steps to reduce/eliminate employee accidents
- Accept responsibility for carrying out other management duties as requested by the General Manager and/or the Hotel Manager.

Qualifications:

- Previous management experience in Housekeeping is a requirement, preferably with a luxury hotel brand
- Proven ability to successfully lead, train and motivate colleagues is essential
- Must be highly organized, energetic and possess the ability to get the job done
- Strong administration, problem-solving and organizational skills as well as strong written and verbal communication skills
- Dynamic, energetic, creative and thrives under pressure
- Working knowledge of Outlook, Word and EXCEL
- Previous exposure to Front Office an asset

Assistant Executive Housekeeper

We are actively seeking motivated and dynamic self-starters to full the roles of Assistant Housekeepers. The successful applicants will be responsible for the cleanliness of guestrooms, hallways, restrooms, lobby, and public areas. Managing communication between front desk and housekeeping departments as well as between line staff and all members of the management team.

Duties and Responsibilities include but are not limited to:

- Reporting to the Director of Housekeeping the successful candidate will be involved in all aspects of the Housekeeping operations to include.
- Supervising and directing all activities of lobby, housemen colleagues assigned to their areas
- Responsibility for the departmental orientation and training of new housekeeping colleagues
- Assisting with the administration and management of Housekeeping operations as well as the organization and participation in monthly department communication meetings

- Assist in the inspection of all VIP rooms to ensure Fairmont Standards are adhered to ensuring the highest standards of cleanliness are met in accordance with the Hotel standards, policies and procedures, maintaining an ongoing training program for the Housekeeping department and Handles guest complaints and follow through on action required
- Evaluating staff performance in collaboration with their direct supervisors; Coaching, counseling, and delivering corrective action as required, and assisting in effectively managing employee relations within the department.
- Planning and coordinating daily staffing needs and making any necessary changes, assisting in maintaining colleagues daily work hours and records
- Ensuring that par stocks (linens and amenity supplies) are maintained at specified levels, following up on any waste detected, and taking recurring corrections
- General office administration, including payroll, scheduling, ordering supplies and inventory control, preparation of the weekly schedule
- Other additional duties as assigned by management

Qualifications, Skills and Abilities:

- A minimum of 2 years of Housekeeping Supervisory experience required.
- Must have knowledge of the entire housekeeping operation including payroll, cost controls, scheduling, inventory control, ordering, colleague coaching & counseling and performance reviews.
- Previous management/supervisory experience required with the ability to work well under pressure.
- Excellent oral and written communication skills
- Proficiency with Property Manager and Microsoft Office products combined with strong organizational and communication skills.
- Training experience an asset

Director of Laundry/Linen Services

We are seeking a dynamic, enthusiastic, energetic and highly motivated individual to be an integral member of the hotel's management team and to lead our Laundry & Valet Team.

Reporting to the Hotel Manager, the successful candidate will be responsible for, but not limited to, the following:

- Leadership of the laundry and valet departments
- Ensure the highest level of cleanliness in accordance with Fairmont Hotels and Resorts standards, policies and procedures
- Effectively leading employee relations within the laundry and valet departments
- Maintain payroll records and scheduling of staff
- Maintain inventory and equipment operations
- Ensure good communication and relations with suppliers
- Handle guest complaints and follow up on action required
- Conduct monthly communication meetings and ensure effective employee performance management
- Ensure the health and safety of all employees and guests
- Promote team work within the department and ensure strong interdepartmental relationships
- Planning, scheduling and hiring of all colleagues
- Train, coach and develop staff in accordance with hotel standards to ensure the best quality of service is offered to our internal and external guests
- Create, maintain and liaise with Laundry Mechanic to ensure effective preventive maintenance program of all equipment and timely repairs
- Ensure the prompt, courteous pick-up and delivery of guest laundry
- Prepare the annual Laundry operating budget including revenue streams, labor costs and operating supplies
- Conduct monthly Rooms and Food & Beverage linen inventories and in conjunction with the Rooms Division and Food & Beverage Division Managers place quarterly orders to ensure adequate supplies based on business levels
- Manage and enforce all Hotel policies and procedures
- Maintains close and effective working relationships with all other Departments to ensure the J.D. Powers target is achieved.

Qualifications:

- A Hospitality Diploma an asset
- Minimum 2 – 5 years experience in a management role in a similar position
- Demonstrated knowledge of laundry machines and cleaning products for the laundry and valet
- Proven superior supervisory and training skills essential
- Proven organizational, communication and interpersonal skills including excellent verbal and written communication skills
- Sound technical judgment and a capacity for innovation
- Well-developed problem solving and leadership skills
- Ability to effectively review, assess and modify work as needed to ensure continual progress towards desired results
- Ability to handle multiple projects concurrently with a focus on results
- Proficiency in Microsoft PowerPoint, Word, and Excel
- Demonstrated commitment to continuous improvement with current knowledge on cutting edge technologies
- Excellent team work skills and high level of initiative essential.

Assistant Laundry Manager

We are seeking a dynamic, enthusiastic, energetic and highly motivated individual to be an integral member of the hotel's management team and assist with leading our Laundry & Valet Team.

Reporting to the Director of Laundry & Linen Services, the successful candidate will be responsible for, but not limited to, the following:

- Assisting with the effective leadership and employee relations of the laundry and valet departments to ensure timely processing of all laundry and linen services
- Ensuring the highest level of cleanliness and the health and safety of guests in accordance with Fairmont Hotels and Resorts standards, policies and procedures
- Assisting with maintaining inventory and equipment operations, payroll records and scheduling of staff, combined with the planning, scheduling and hiring of all colleagues
- Ensuring the prompt, courteous pick-up, processing and delivery of guest laundry and valet and assisting with the handling of guest complaints and following up on action required
- Promoting team work within the department and ensuring strong interdepartmental relationships to include assisting with the training, coaching and development of staff in accordance with hotel standards
- Liaising with the Laundry Mechanic to create and maintain an effective preventive maintenance program for all equipment and ensuring good communication and relations with suppliers
- Assisting with conducting monthly Rooms and Food & Beverage linen inventories and, in conjunction with the Rooms Division and Food & Beverage Division Managers, and placing quarterly orders to ensure adequate supplies based on business levels
- Assisting with the preparation of the annual Laundry operating budget including revenue streams, labor costs and operating supplies
- Assisting with managing and enforcing all Hotel policies and procedures
- Maintaining close and effective working relationships with all other Departments, assisting with conducting monthly communication meetings and ensuring effective employee performance management to ensure the J.D. Powers target is achieved.

Qualifications:

- A Hospitality Diploma an asset
- Minimum 2 – 5 years experience in a management role in a similar position
- Demonstrated knowledge of laundry machines and cleaning products for the laundry and valet
- Proven effective supervisory, problem solving, leadership and training skills essential
- Ability to effectively review, assess and modify work as needed to ensure continual progress towards desired results
- Demonstrated organizational, communication and interpersonal skills
- Ability to handle multiple projects concurrently with a focus on results and a sound technical judgment and a capacity for innovation
- Excellent team work skills and high level of initiative essential.

Spa Director

Reporting to the General Manager of The Fairmont Southampton and to the General Manager, Fairmont Spas Inc., the successful candidate will be responsible for, but not limited to, the following:

- Involvement in the training of the brand standards and training package, treatment protocols and the design of property-specific treatments and rituals
- Ensuring the operations and experiences are consistent with the spa brand standards
- Assisting with the marketing and sales programs on a local and international level
- Developing and promoting all hotel and spa packages and promotions on an ongoing basis
- Developing a 12-month marketing and public relations program
- Annual budget and ongoing business analysis

- Monitoring and measuring the spa's actual performance to budget
- Reviewing expenditures to ensure they are in keeping within operating budgets
- Establishing professional business relationships with all vendors and internal departments
- Ensuring maintenance and development of all product inventories
- Meeting with group meeting planners to tour spa facility and to promote and sell customized spa programs to conference groups as required
- Manage and maintain the facility's staffing plans, and administer the hiring, training and motivation of a staff of 60+ employees
- Fostering good working relationships and open communication with guests and staff throughout the resort

Qualifications:

- Minimum of 5 years' experience in a management position at a Resort Spa or in a related field with a proven track record of successful results
- Highly motivated self-starter with a strong drive
- Takes the initiative and has the ability to motivate his/her team in order to get the job done
- Proven innovative and entrepreneurial skills
- Ability to combine commitment to excellence with an eye on the bottom line results
- Expertise in training, developing, motivating and managing a multi-cultural staff of all ages and levels of expertise
- Team player, who embodies a high level of team spirit and loyalty
- A Bachelor's Degree in a related field and experience in the hospitality industry would be an asset

Assistant Spa Director

We are actively seeking an outgoing and enthusiastic Assistant Spa Director for the Willow Stream Spa. Reporting to the Executive Director, Spa and Leisure, the successful candidate will be responsible for, but not limited to, the following:

- Assisting Spa Director in the training of the brand standards and training package, treatment protocols and the design of property specific treatments and rituals
- Ensuring the operations and experiences are consistent with the spa brand standards
- Assisting Spa Director with the marketing and sales programs on a local and international level
- Developing and promoting all hotel and spa packages and promotions on an ongoing basis
- Assisting Spa Director in developing a 12 month marketing and public relations program
- Assisting Spa Director in the development of the annual budget and on going business analysis
- Assisting with the monitoring and measuring the spa's actual performance to budget
- Reviewing expenditures to ensure they are in keeping within operating budgets
- Establishing professional business relationships with all vendors and internal departments
- Ensuring development of all product inventories
- Touring prospective spa clients, building relationships with both individuals and groups and presenting the facility in the best light. Meeting with group meeting planners to tour the spa facility and to promote and sell customized spa programs to conference groups as required
- Assisting Spa Director to build a world-class team and to develop the facility's staffing plans, administer the hiring, training and motivation of a staff of 60+ employees
- Fostering good working relationships and open communication with guests and staff throughout the resort
- Reviewing spa payroll and daily productivity
- Ensuring the cleanliness and maintenance of the spa facility to a five diamond standard.
- Spa Membership sales and retention
- Act as Spa Director in his/her absence

Qualifications:

- A Bachelor's Degree in a related field and experience in the hospitality industry would be an asset
- A minimum of 4 years experience in a Spa management position required in which 2 years must have been in a senior managerial level as Spa Assistant or Spa Manager, preferably at a hotel resort or health facility with a proven track record of successful results.
- A minimum of 4 years experience in a Windows based Spa operating software system (spa booking and management tool)
- A minimum of 4 years experience in a spa customer service related environment with basic accounting skills, computer literacy in WordPerfect 6.0, Lotus 123 or Word and Excel preferred.
- Previous experience in Spa training, developing, motivating and managing a multi-cultural staff of all ages and levels of expertise
- Must possess a working knowledge of Spa Operations and treatments in all applicable department i.e. Salon Services and Products, Massage Modalities, Skin Care, Aesthetic Services and Fitness
- Experience in overseeing a Spa staff of at least 25, including salon, aestheticians, massage therapist, administration and attendants.
- Experienced in Spa business management skills, able to assist in preparing a budget and understand P&L.
- Spa Retail experience with inventories levels and retail sales promotions
- Excellent oral and written communication skills are required
- Proven experience with the creation and implementation of spa revenue enhancements
- Experience in managing and processing spa payroll
- Team player, who embodies a high level of team spirit and loyalty

Spa Manager

We are actively seeking a dynamic and highly motivated Spa Manager. The successful candidate will be responsible for ensuring the smooth and efficient operation of the Spa with direct responsibility for all aspects of Reception, reservations and hosting and spa attendant departments, while ensuring peak guest satisfaction at all times.

Duties and Responsibilities

- Providing administrative support to all spa departments as needed and co-ordinate sales activities
- Assisting in the supervision of all spa departments
- Providing daily leadership to ensure the efficiency of the department and staff
- Preparing daily and monthly budget and accounting finance reports and assisting in the preparation and successful implementation of annual operational budgets while controlling expenses and payroll
- Providing the efficient training of all reception employees and supervisors with all aspects of job tasks, as well as maintaining inventory of supplies for the administration of the spa facility.
- Qualifications:**
- A minimum of 3 years experience in a management (supervisory) position in a spa having specific experience working with spa arrival and departure as well as reservations departments
- A minimum of 2 years experience in all Windows based Spa Soft Applications (spa booking and management tool)
- A minimum of 5 years experience in a spa/customer service related environment with switchboard, basic accounting skills, computer literacy in WordPerfect 6.0, Lotus 123 or Word and Excel preferred
- Retail experience an asset
- Excellent oral and written communication skills are required
- Proven experience with the creation and implementation of spa revenue enhancement

Spa Front Desk Manager

We are looking for a Spa Front desk manager to ensure the smooth and efficient operation of the Spa arrival & departure experience; Reception, reservations, Boutique, and hosting areas while ensuring peak guest satisfaction. The successful candidate will provide administrative and operational support to all spa departments as needed and co-ordinate sales activities as well as assist in the supervision of all spa departments. The individual will also be responsible for preparing and presenting monthly budget reports and assisting in the preparation of annual operational budgets while controlling expenses and payroll. Is also responsible for the efficient management, training and ongoing support of all reception employees in all aspects of job tasks and maintaining inventory of supplies for the administration of the spa facility.

Minimum 2 years experience working at a Spa/ Health club at Supervisor or Manger level. Work environment that is guest service oriented with switchboard and computers. Accounting skills, computer literacy, reservations techniques and experience, WordPerfect 6.0, Lotus123v4, Word and excel preferred. Excellent communication skills both written and spoken are required.

Spa Coordinator Supervisor

We are looking for an experienced Spa Coordinator Supervisor to ensure the smooth and efficient operation of the Spa Reception, reservations and hosting areas and ensuring peak guest satisfaction. The successful candidate will provide administrative support to all spa departments as needed and co-ordinate sales activities as well as assist in the supervision of