

# 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

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. Also responsible for the efficient training of all reception employees in all aspects of job tasks and maintaining inventory of supplies for the administration of the spa facility.

#### Qualifications:

- A minimum of two years experience in a spa or hospitality related environment, one of which must be at a supervisory level
- Effective team player with demonstrated excellent interpersonal, oral and written communication skills
- Previous experience in spa/hospitality related environment with switchboard and computers an asset. Accounting skills, computer literacy in reservations, WordPerfect 6.0, Lotus123v4, Word and excel.

#### Beauty Therapists

We are actively seeking friendly and outgoing individuals to perform facials, body treatments, massages, waxing, manicures and pedicures in a safe and professional manner to our clients. We need dynamic personalities who thrive on a fast-paced environment and who are responsible, reliable and genuinely enjoy exceeding guests' expectations.

The successful candidates must be a graduate from an accredited school of beauty therapy or aesthetics; must have a minimum of two (2) years proven experience in providing facials, body treatments, massages, waxing, manicures and pedicures. He/She must work well in a team environment, must be fully knowledgeable and practiced in current spa treatments and trends and must be flexible in his/her scheduling and be prepared to work weekends and public holidays.

#### Body Technicians

We are looking for Body technicians to perform professional massage therapy and body treatments. Successful candidates must be graduates from an accredited school of massage therapy with a massage license or national certification and have a minimum of 2 years' proven experience in providing these services at a recognized spa facility and must be fully knowledgeable and practiced in current spa treatments and trends.

#### Fitness Specialist-Personal Trainer – Activities Instructor (Willow Stream Spa)

We are looking for highly energetic individuals who will be responsible for the overall operations and guest satisfaction of the Spa Fitness areas, ensuring the highest level of professionalism in service to all guests and members through maximum efficiency, safety and uncompromised attention to detail and guest care.

#### The successful candidates must possess the following qualifications:

- Personal Trainer Certification through a nationally recognized certifying agency/organization. Minimum of Two years working in a Resort preferred.
- Experience in administering PAR-Q, Health Risk and History, Fitness Assessments and Client Consultation
- Experience instructing and leading exercise in an adult fitness setting using proper form and spotting techniques
- Minimum of 2 years experience in Fitness-Wellness fields
- Multi-talented individual with experience in group class instruction of Movement Arts, Pilates, Mat Sciences, Cardio boxing, Flexibility, Agility, Tai Chi, Meditation, Yoga, Aqua Aerobics, Nutrition, Lifestyle Coaching, etc. would be a definite asset
- Experience in a Lifestyle Wellness Philosophy that incorporates the balanced basics of food, water, rest and activity would be an asset

#### Salon Color Specialist

We are looking for a candidate to provide professional salon hair services including Multi-dimensional highlighting techniques and "State of the Art coloring". The candidate must possess an artistic flair for contemporary evening and bridal styling. He/She must provide uncompromised attention to quality of service to members and guests.

The applicant must possess a related Hair Stylist Certification and a minimum of 5 years experience in a salon.

#### Salon Technician Stylists

We are searching for Salon Technician Stylists to provide professional hair and nail care and the highest quality of service while bringing current styling trends to guests and members. The individual will perform the latest trends of hair care services including cutting, styling, blow-drying, hair coloring, permanent waving, relaxing, conditioning treatment and formal designs, i.e. weddings and be well versed in and perform manicures and pedicures. Successful candidates must have a related Hair styling certification with a minimum of 2 years' experience in a recognized Salon or Spa facility.

#### Golf Professional

We are actively seeking a dynamic and enthusiastic Golf Professional to support the Director of Golf in the management of the overall golf operation including, Golf Retail operations, Golf Services operation and tournament operations, and to be part of a team culture that thrives on exceeding golf service standards and making golf at Fairmont an exceptional experience.

#### Duties and responsibilities include but are not limited to:

- Providing a memorable and engaging experience for all members and guests.
- Adhering to and exceeding budget guidelines and goals as established by the Director of Golf
- Spending a minimum of 40-45 hours per week in the golf shop managing all golf staff, tee times, assisting in retail sales and engaging with the hotel sales team to ensure proper golf representation with all site visits.
- 10-15 hours of golf instruction per week.
- Ensuring the Golf Retail Shop / Outside Golf Services/ Starters/Marshals Area is staffed to meet business demands and within budgeted payroll amounts (Watson Standards) with a live culture of Service Standards and up-selling.
- Ensuring accurate daily statistics for the golf department are being recorded and shared (i.e., rounds by category and geography, revenue, EFTEs, RevPar, etc.)
- Along with Inside Golf Service specialists ensuring accuracy of and completion Daily Remittances and Monthly Inventories.
- Developing an environment that is empowered in culture and that passionately provides a unique and exclusive golf experience to every guest who visits the golf course
- Working closely with the Director of Golf to ensure the golf operation is leading edge and innovative, while overachieving in the provision of service excellence.
- Ensuring excellence in visual presentation and housekeeping standards at all times
- Encouraging, initiating and delivering golf instruction business to meet our guest requirements
- Ensuring all tournaments, both corporate and club, are properly coordinated and executed.
- Responsible for achieving and exceeding sales and profitability targets of the retail and golf operations through a strong merchandising and up-selling program
- Assisting with inventory management, price and code all merchandise
- Assisting in the development of a strong merchandise strategy that will drive sales and maintain the exclusivity and uniqueness of the concept, as well as adding profitability

#### Qualifications:

- Must be a member in good standing with a Professional Golfers Association.
- Must have two or more seasons in the golf industry.
- Computer Capability especially with MS Office and POS software programs is required.
- Experience and proficiency with Tee-Time Reservation systems is an asset.
- Excellent written and verbal communication skills.
- Desire to advance within the golf industry is required.
- Experience and skills relating to golf retail is an asset.
- Must be a committed, career-minded, detail-oriented, team player.
- Experience and proficiency as a golf instructor is an asset.
- Post Secondary Education in a recognized Professional Golf Management program is an asset.
- Experience at an upscale resort golf facility is an asset.
- Must be able to work in both a team environment and individually.
- Must be a positive communicator with a focus on high level service within a fast paced business setting.

#### Outlet Manager/Maitre'd

We are currently seeking highly motivated individuals to lead our Outlet food and beverage team. The successful candidate will be responsible for the day-to-day operations of the Outlet and will support a team of dedicated hospitality professionals ensuring our guest expectations are continuously exceeded through service excellence.

#### Duties & Responsibilities will include but are not limited to:

- Working with the Chef to create and implement all menus, promotions and increase of sales.
- Supervising and supporting employees while ensuring service standards are maintained
- Scheduling and daily planning reporting as well as monthly sales forecasting.
- Assisting in preparing an annual budget and managing the outlet within set budget guidelines
- Ensuring cleanliness and safety of outlet is maintained
- Hiring, training, development and evaluation of employees

- Ensuring tight wine and liquor controls through opening and closing inventories, as well as preparing month end inventory reports to meet budgeted targets
- Ensuring that all selling techniques are used
- Ensuring proper marketing of the operation
- Overseeing P.O.S. System (MICROS) and ensuring pricing is accurate
- Assisting Food & Beverage Department in marketing and promoting business

#### Qualifications:

- 3 years Food and Beverage supervisory experience required
- Previous experience as a Restaurant Manager an asset
- Post secondary education in Hotel/Restaurant Management an asset
- Excellent organization, communication and interpersonal skills required
- Must be flexible and able to work various shifts
- Complete knowledge of Micros P.O.S. System, Word and Excel an asset.

#### Assistant Maitre'D/Assistant Outlet Manager

We are currently seeking motivated hospitality professionals. The successful candidates will possess the following skills and attributes:

#### Qualifications:

- Certification, diploma or degree in hospitality management will be an asset
- Two to five years previous restaurant service experience
- Proven ability at team leadership
- A passion for service excellence
- Able to control costs and manage expenses
- Functions well as a trainer in the area of Food & Beverage service skills
- Have good overall knowledge of food and wine service
- Full experience in self-cashiering and Micros or similar system is required
- Adaptable to change and desirous of being part of a dynamic, growing organization

#### Food & Beverage Captains

We are looking for highly professional individuals who will assist the Outlet Manager/Assistant Outlet Manager in the daily running of a section of the Outlet. The ideal candidate will ensure that proper standards are adhered to and will co-ordinate, organize and assist servers.

#### Qualifications, Skills & Experience:

- Previous experience as a Captain in a fine dining restaurant is a strong asset
- Must have proficient knowledge of international wines and drink service
- Full experience in self-cashiering and Micros or similar system is required
- Must be highly motivated and have excellent communications and interpersonal skills

#### Food & Beverage Servers (Full Time/Part Time/Seasonal)

We are actively seeking friendly and outgoing individuals to provide outstanding food and beverage service. We need dynamic personalities, who thrive on a fast paced environment, are responsible and reliable and genuinely enjoy exceeding guest expectations.

#### Qualifications:

- Must have a minimum of 2 years experience in a high volume restaurant (not fast food) or a minimum of 1 years experience in a 4 Diamond Resort Food and Beverage Operation.
- Must work well in a team environment.
- Must be fully conversant with self-cashiering on MICROS or similar systems
- Flexible in his/her scheduling, prepared to work weekends and public holidays.

#### Senior Executive Sous Chef

The successful candidate must have a minimum of six years' culinary experience in an internationally recognized four-star hotel. The Senior Executive Sous Chef deputies for the Executive Chef in his absence. Additionally, he/she must be a graduate of a certified culinary education programme and be instrumental in implementing a culinary apprentice programme designed to prepare interested Bermudians or a career in the Culinary Arts. He/she must be able to manage food and labour costs and be computer literate. Shift work and working weekends and public holidays is required.

#### Executive Sous Chef

The successful candidate must have a minimum of six years' culinary experience in an internationally recognized four-star hotel. Additionally, he/she must be a graduate of a certified culinary education programme and be instrumental in implementing a culinary apprentice programme designed to prepare interested Bermudians or a career in the Culinary Arts. He/she must be able to manage food and labour costs and be computer literate. Shift work and working weekends and public holidays is required.

#### Sous Chef

We are seeking a full-time Restaurant Chef to join our brigade. The successful candidate will report to the Executive Chef and will be capable of operating both a restaurant line and overseeing high volume banquets and buffets with as many as 30 employees. In addition, the successful candidate must be capable of producing a la carte and banquet food of the highest international standards of quality and presentation.

#### Qualifications:

- Must hold a diploma or certificate from a recognized culinary school
- A minimum of 6 years' experience working in all areas of a hotel kitchen
- Must have strong garde manger, supervisory and financial management skills with the ability to train and motivate his/her employees
- Must be willing to work split shifts, weekends and holidays as required
- Creative and energetic with good interpersonal and communication skills

#### Senior Chef De Partie

- A certificate of diploma from a recognized culinary school a strong asset
- A minimum of 5 years experience working in all areas of a hotel kitchen
- Strong supervisory skills and be able to train and motivate his/her employers
- Must be willing to work split shifts, evenings, weekends and holidays as required
- Creative and energetic with good interpersonal and communication skills

#### Chef De Partie

- A certificate of diploma from a recognized culinary school a strong asset
- A minimum of 4 years experience working in all areas of a hotel kitchen
- Must be willing to work split shifts, evenings, weekends and holidays as required
- Creative and energetic with good interpersonal and communication skills

#### Demi Chef De Partie

- A certificate of diploma from a recognized culinary school a strong asset
- A minimum of 3 years experience working in all areas of a hotel kitchen
- Must be willing to work split shifts, evenings, weekends and holidays as required
- Creative and energetic with good interpersonal and communication skills

#### Second Cook

- A certificate of diploma from a recognized culinary school a strong asset
- A minimum of 2 years experience working in all areas of a hotel kitchen
- Must be willing to work split shifts, evenings, weekends and holidays as required
- Creative and energetic with good interpersonal and communication skills

#### Kitchen Artist

Applicants must have a minimum of five years' experience in Ice Carving, Butter Sculpture and Style Foam Carving. The person chosen will have had previous experience in the cold kitchen and be capable of preparing setting up and decorating/proping large buffets with a minimum of supervision. The successful candidate will also have proven experience in regards to controlling staffing, labour and costs within a busy kitchen environment.

#### Executive Chief Steward

The Fairmont Southampton are seeking a dynamic individual to be responsible for the sanitation, management and scheduling of approximately 45 kitchen porters and all satellite kitchens. He/she must possess extensive experience in a large commercial kitchen operation with heavy emphasis in high volume off-premises catering and banquets. He/she must liaise with the Government Health Department to ensure compliance with sanitation and food safety standards, be able to implement a health and safety training program and closely manage quarterly silver, glassware and china inventories.

The successful candidate must have a full understanding of machine-washing systems including preventive maintenance and chemical specifications. Strong leadership, interpersonal and communication skills is a must. Applicants require a minimum of 3 years in a similar position or at least 5 years of previous experience in a supervisory role and must be flexible regarding work hours. Certification, diploma or degree in hospitality will be an asset as well as some basic electronic systems knowledge. Shift work and working weekends and public holidays is required.

#### Kitchen Porters

We are seeking Full Time Kitchen Porters to join our dedicated Stewarding team. The successful candidates will report to the Stewarding Supervisor or Restaurant/Sous Chef on duty. Major responsibilities are to maintain the cleanliness of all china, glass, silverware, pots and cooking utensils as well as the cleaning and organisation of all kitchen areas and equipment. The job requires heavy lifting and working irregular hours, weekends and public holidays.

#### Plant Manager

We are seeking an energetic, highly motivated and qualified Plant Manager, to work under the supervision of the Director of Facility Operations.

#### Duties and Responsibilities include but are not limited to:

- Operation and repairs of existing High Pressure Steam Boilers, Chillers, Air Handling Units, AC/DC Drives, Fire System, Emergency Generators, Sewage Plant equipment, Reverse Osmosis Plant, pumps and motors
- Scheduling preventative maintenance of equipment.
- Supervising and assisting the boiler room staff
- Ensuring departmental adherence to brand standards.
- Organizing and maintaining minimum levels of parts and materials in the mechanical area
- Training personnel
- Assisting, when necessary, in the effective maintenance of the mechanical and building operation

#### Qualifications:

- Minimum five (5) years power engineering experience to include 3 years in a large luxury hotel, hospital or a large multi facility building or power plant with at least 1 year supervisory experience
- A 4th Class Power Engineer Certificate or equivalent certification is required.
- Hands on repair and maintenance experience with boilers, chillers, pumps, AHUs, etc.
- Additional extra trade certificate and inventory management would be an asset for this position
- Laundry and kitchen repair experience would be an asset for this position.
- Strong knowledge of EMS Automatic Logic Supervision Control (or similar systems)
- Strong organizational skills and leadership
- Demonstrated knowledge and skills of building systems and computer applications
- A working knowledge of all building systems and codes
- A working knowledge of blue prints, wiring diagrams and hydraulics

This position's schedule may include weekend coverage, public holidays and 24 hours on call.

#### Lead Shift Building Operator

We are looking for a qualified hands-on Lead Shift Building Operator. Under the supervision of the Director of Facility Operations the main duties of the Lead Shift Building Operators include, but are not limited to, organizing and distributing all work orders to Shift Building Operators, Shift Building Technicians and relevant contractors, in response to all daily guest rooms, front and heart of house and dormitory maintenance requests, scheduled preventive maintenance of guest rooms, hotel facilities and outlets, and monitoring and maintaining all plumbing systems, HVAC system, electrical and mechanical systems as scheduled.

The successful candidates must have a 4th class power engineer certificate or plumbing trade certification or electrical trade certification or HVAC trade certification, together with demonstrated knowledge and skills of building systems, HVAC and mechanical related equipment, boiler operations, EMS Automated Logic Control (or similar systems), computer applications. Knowledge of all building systems and codes with at least four years experience including two years supervisory experience in a very large hotel, hospital or a large multi facility building combined with strong leadership and organization skills are required for this position.

Duties will also include daily Preventive Maintenance of equipment, the existing H.P. Steam boilers, Chillers, Air Handling Units, Electrical systems, Emergency Generators, Refrigeration System, Fire System, pumps and related equipment.

#### Shift Building Operators

The Fairmont Southampton is looking for 2 qualified hands on Shift Building Operators. Under the supervision of the Lead Building Operator, the main duties of the Shift Building Operators include, but are not limited to, responding to daily guest rooms, heart of house and dormitory maintenance requests, scheduled preventative maintenance of guest rooms, hotel facilities and outlets, and monitoring and maintaining electrical and mechanical systems, as scheduled.

The successful candidates must have a 4th Class Power engineering certificate or equivalent certification together with demonstrated knowledge of basic building systems, HVAC and mechanical related equipment, boiler operations and principals, BMS Automated Logic Control (or similar systems), computer applications, together with minor carpentry, painting, plumbing and electricity know how. 3 Years experience as a Building Operator or Building Maintenance Technician in a large hotel operation is preferred.

Candidates will undergo an extensive departmental orientation and training program that will relate to the operation and maintenance of the existing H.P. Steam boilers, Chillers, pumps and related equipment; and to the basic plumbing, electrical, and other building systems and how they relate to the hotel building and the outside properties.

#### Shift Building Operator – Laundry Mechanic

Under the supervision of the Director of Facility Operations, the main duties of the Shift Building Operator – Laundry Mechanic include, but are not limited to, Monitoring and maintaining all laundry equipment; Preventive Maintenance of all laundry mechanical equipment; Operation and repairs of the existing Ironers, Washers, Dryers, Folders, Spreaders, Valet and Dry cleaning equipment as well as all peripheral mechanical equipment and Carry out any other hotel property mechanical duties as requested by Management.

The successful candidate must have a minimum of 3 Years experience as a Laundry Mechanic in a full size industrial laundry as well as demonstrated knowledge and repair skills of industrial Ironers, Washers, Dryers, Folders, Spreaders, Valet and Dry cleaning equipment. A recognized trades certificate is preferred and knowledge of Ellis, Weir, Passat, Challenge, and Kannegeier, will be an asset.

#### Shift Building Operator – Plumber

Under the supervision of the Lead Shift Building Operator, the main duties of the Shift Building Operator – Plumber include, but are not limited to, Responding to all daily guest rooms, front and heart of house, heart of house and dormitory maintenance requests;