



THE *Fairmont*
HAMILTON PRINCESS
BERMUDA

Closing Date: June 15, 2012

Where our colleagues provide WOW experiences that create lasting memories for ALL our guests!

The "Princess" has been the Grande Dame of Bermuda's hotels ever since it opened her doors on January 1, 1885. If you are a career-minded, energetic, team oriented individual, then we want you on our team. The Fairmont Hamilton Princess currently has the following positions available for immediate placement:

Assistant Fairmont Gold Manager

We are currently seeking an Assistant Fairmont Gold Manager who will be responsible for managing and administrating all Fairmont Hotels and Resorts corporate standards and will ensure the highest level of guest service while maintaining hotel profitability in a positive, innovative environment.

Responsibilities:

- Supervision of Fairmont Gold Department. Ensuring the highest level of Guest Service while maintaining hotel profitability in a positive, innovative work environment. Ensuring that all Fairmont Gold Standards of Service & Operational Procedures are adhered. Monitor maintenance and development of the physical Fairmont Gold product.
- Responsible for all aspects of Guest Service and Guest Satisfaction that are generated and maintained in the Fairmont Gold Department.
- Working with Executive Chef to determine the Fairmont Gold Lounge menu, food cost, ordering and presentation, in line with Fairmont Gold Standards of Procedures & service.
- Providing direction and guidance to Fairmont Gold Pantry Attendant in order to maintain service and food quality levels.
- Providing staff with the resources to effectively service guests. Responsible for scheduling according to the staffing guide and reconciling payroll.
- Facilitating the Training & Development of the Fairmont Gold Team. Participating in the Training & Communication process providing service to Fairmont Gold.
- Co-ordinating training schedule with work schedule to ensure all staff are able to maximize from training programs. Ensuring all staff is on track with project management.
- Assisting in conducting performance evaluations on a timely basis, including corrective action and coaching. Directly influences the future effectiveness of the hotel through involvement in recruiting, hiring, training & motivation of Fairmont Gold colleagues.
- Providing guidance and motivation to the Fairmont Gold Team. Establishing and communicating on a daily basis with the Fairmont Gold Team. A strong commitment to Colleague Satisfaction.
- Ensuring the highest possible revenues are generated for Fairmont Gold with a minimum of associated expenses. Working with the Revenue Manager, Reservations Manager, Sales Manager & Director of Front Office Operations to ensure strategies are in place to minimize Fairmont Gold revenue opportunities. This should include out of order rooms, sell outs, preventative maintenance and special room projects.
- Strong & effective communication with all other departments. Attending Department Communication Meetings representing Fairmont Gold. Supervising all contributing colleagues and departments who provide service to Fairmont Gold to ensure that Fairmont Gold service standards are provided.
- Developing and maintaining strong guest relationships to ensure Fairmont Gold Loyalty. Handling all Fairmont Gold Comments. Managing the Fairmont Gold Guest History system and ensuring Guest information is updated.
- Ensuring proper par stock of all equipment, food/Beverage supplies and dry goods are maintained.
- Working with the Fairmont Gold Manager to meet JD Power, EOS, Success Share goals.
- Attending meetings in the absence of the Fairmont Gold Manager and Oversees operation in the absence of the Fairmont Gold Manager.

Education & Qualifications:

- Degree or Diploma in Hotel/Hospitality Management or related service industry preferred.
- Excellent leadership, written/verbal communication and interpersonal skills.
- Concierge/Guest Services experience or Hospitality Experience
- Minimum 1 years of Supervisory experience.
- Proven ability to guide and coach team members.
- Recognized commitment to Guest Service and exceeding guest expectations.
- Self-motivation and organizational skills with the initiative and ability to complete projects in a timely manner and proven ability to work under pressure.
- Computer Literate: Knowledge of Property Manager, XL and Word.
- First Aid/CPR training an asset.
- A working knowledge of a second language and its application in the hotel and hospitality operation is an asset.

This position requires the applicant to work weekends and public holidays.

Assistant Executive Housekeeper

We are currently seeking an Assistant Executive Housekeeper to join our Housekeeping Team. Reporting to the Executive Housekeeper the Assistant Executive Housekeeper will assist with the administration and management of Housekeeping operations.

Responsibilities:

- Serving as a close liaison with the front desk, engineering and the food and beverage department in related tasks.
- Ensuring the highest standards of cleanliness in accordance with Fairmont standards, policies and procedures.
- Assisting with effectively managing employee relations within the department.
- Responsible for the lost and found procedures and handling guest complaints and follow through on action required.
- General office administration which includes payroll, scheduling ordering supplies and inventory control.
- Maintaining inventory of guest amenities and employee equipment.
- Conducting employee performance reviews in conjunction with the Executive Housekeeper.
- Assisting in the organization and actively participated in the monthly department communication meetings.
- Ensuring the health and safety of all employees and guests and assuming the operation of the department in the absence of the Executive Housekeeper.

Qualifications:

- University degree or Hotel Management Diploma preferred.
- Minimum 3-4 years previous experience in a Housekeeping supervisory capacity would be advantageous.
- Knowledge of the Property Manager.
- Strong organizational and administration skills.
- Excellent communication skills, both written and verbal.
- Ability to work in a fast paced, changing environment.

If you are interested in meeting the exciting challenges described above, please forward your resume to:

The Human Resources Manager
The Fairmont Hamilton Princess Hotel
P.O. Box HM 837
Hamilton HM CX
Or email
ham.jobsearch@fairmont.com