



THE
Fairmont
HAMILTON PRINCESS
BERMUDA

Closing Date: November 26, 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:

DIRECTOR OF FRONT OFFICE

We are currently looking to recruit a Director, Front Office who will be responsible for maintaining the highest level of services offered to guests through management of the functional areas including: Front Desk, Guest Services, Bell Services, Front Door Services, Communications, and Night Reception. The position is responsible for the oversight and execution of all aspects of the operational standards along with maximizing guest satisfaction, revenue potential, profitability and productivity in their areas of report.

Summary of Responsibilities:

Reporting to the Director of Rooms, responsibilities and essential job functions include but are not limited to the following:

- Ensure all Front Office areas adhere and are 100% compliant to the Fairmont Hotels & Resorts operating standards & Guest Service Essentials.
- Support the daily operations by providing expertise in the Front Office and related discipline.
- Maximize revenue potential and profitability in all areas of report.
- Ensure consistently outstanding guest experiences are delivered from all areas of report.
- Establish precise, measurable and achievable plans of actions for the Front Office areas along with providing consistent follow-up and review of results.
- Provide leadership, motivation and training for the managers and colleagues of the Front Office.
- Deliver top quartile colleague engagement and work satisfaction as measured by the Colleague Engagement Survey.
- Participate in Departmental communication meetings.
- Ensure inter-departmental communication and cooperation in the interest of better guest satisfaction.
- Assist in annual budget preparation and monthly forecasting for the Front Office departments.
- Oversee hiring, training and performance management of all colleagues within the Front Office.
- Ensure all guest comments and complaints relating to area are responded to and properly responded to.
- Maintain operational budget for all Front Office departments and ensure all operating and labor costs are controlled.
- Ensure Revenue Management policies and procedures are understood and put into practice by all Front Desk staff.
- Active participation on the hotels Revenue Management Team.
- Lead Front Office departments to deliver a Top result through a consistent level of satisfaction as measured in JD Power arrival and departure evaluations.
- Maintain a safe and hazard free work environment.
- Promote the safety and well being of our guests and co-workers by having a working knowledge of crisis and emergency procedures.
- Be a contributing member and represent all areas of report on the hotels Division Head Team.
- Provide warm, sincere and engaging service that ensures Guests feel valued.
- Treat each and every Guest as a unique individual.
- Anticipate Guests' needs with thoughtful and personal touches.
- Resolve Guest problems and never say "no" without offering an alternative.
- Be an ambassador for the Brand, Hotel, Community and Colleagues.
- Be guided by Fairmont core values; respect, integrity, teamwork and empowerment.

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 Rooms Division Department Head or in a Management 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.
- 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.

FRONT DESK MANAGER

We are looking for a dynamic, results orientated Front Desk Manager with high energy who reporting to the Director of Front Office will be responsible for representing The Fairmont Hamilton Princess by providing excellent guest service and will achieve this by having complete knowledge of all aspects of the Guest Services Department.

Responsibilities:

- Manage the Front Office operation in the absence of the Director of Front Office.
- Provide supervision, training, direction and leadership to Front Office staff.
- Oversee an efficient registration and departure process while ensuring guests are given quality service and staff function both efficiently and effectively.
- Assist the Director of Front Office in the development and implementation of Front Office procedures.
- Resolve any guest related problems graciously and expeditiously, while simultaneously protecting the interests of both the guests and the hotel.
- Maintain grooming and appearance standards for all Front Office Staff.
- Hand reservation functions after hours.
- Responsible for achieving QA/CES/JDP scores and goals.
- Manage and enforce all Hotel policies and procedures.
- Assist the Director of Front Office in planning and organizing the Front Office Operation.
- Provide warm, sincere and engaging service that ensures Guests feel valued.
- Treat each and every Guest as a unique individual.
- Anticipate Guests' needs with thoughtful and personal touches.
- Resolve Guest problems and never say "no" without offering an alternative.
- Be an ambassador for the Brand, Hotel, Community and Colleagues.
- Be guided by Fairmont core values; respect, integrity, teamwork and empowerment.

Qualifications:

- A Hospitality Diploma an asset.
- A minimum of 2 years front desk experience, 1 of which must be in a supervisory capacity.
- Proven superior supervisory and training skills are essential.
- Must be available to work evenings, weekends and holidays.
- Must be computer literate, possessing a strong and proven knowledge of Property Management Systems, Word and Excel.
- Effective interpersonal, verbal and written communication skills including proven keyboard skills.
- Proven ability to build and maintain positive working relations with all co-workers in a multi-cultural and multi-national environment.
- Must demonstrate tact, diplomacy and the ability to handle confidential information with discretion.
- Demonstrated team player with proven organizational skills.
- 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.
- Applicants must be aware that irregular hours, split shifts and public holiday work may apply to this position.
- The successful candidate will be required to work additional hours including weekends and public holidays when necessary.

If you are interested in meeting the exciting challenges described above, please apply via our career portal at <http://www.fairmontcareers.com>.