



## Trainer

We are seeking a well rounded professional to join The Reefs team as our Trainer. The successful candidate will be responsible for, but not limited to, focusing on all service delivery issues within each department. Assist the Executive Committee, managers and supervisors to develop specific operational strategies to improve the overall guest experience. Conduct and supervise training and development programmes for employees. Conduct Freeman Group's Foundation's™, Promises™ and other workshops that develop staff to ensure The Reef's Vision, Mission and Cornerstones of service are practiced. Responsible for the creation and updating of Standard of Performance manuals to set clear objectives of job performance. Follow up on weekly *Perfectly Reefs* training program to include corrective and reinforcement coaching. Conduct or arrange for ongoing technical training and personal development classes for staff members. This is a part-time position.

### Requirements:

- Minimum 3 years' experience in hospitality training and related course development and facilitation.
- Minimum 2 years' experience in hotel operations i.e., rooms division, food and beverage.
- Certification to instruct Freeman Group's Foundations™ and Promises™ workshops.
- Experience with Freeman Group's *Practices* program.
- Strong management/employee development skills
- Knowledge of principles and techniques of coaching, mentoring and performance consulting
- Experience creating, updating and using Freeman Group Standard of Performance manuals and editing software
- Must be proficient in computer skills and have a strong working knowledge of Power point, Word and Excel
- Ability to analyze training needs to develop new training programmes or modify and improve existing programmes
- Proven competencies to plan, develop, and provide training and staff development programs, using knowledge of the effectiveness of methods such as classroom training, distance and e-learning, demonstrations, on-the-job training, meetings, conferences, and workshops.
- Ability to continually evaluate managers'/supervisors' training skills to ensure effectiveness and the modelling of techniques learned
- Effective planning and management skills
- Effective training and presentation skills
- Excellent written and verbal communication skills
- Experience with hotel and restaurant openings an asset

Please collect an application from our Front Desk at  
56 South Shore Road Southampton  
or E-mail to [gadminasst@thereefs.bm](mailto:gadminasst@thereefs.bm). Closing date: May 16, 2013  
Please include two character references. Must be flexible to work  
weekends and holidays.

The Reefs like other establishments in Bermuda has a  
'Drugs and Alcohol Don't  
Work Here Policy' and is an equal opportunity employer.