

THE
Fairmont
HAMILTON PRINCESS
BERMUDA

We are accepting applications for current vacancies for the 2015 season for the following positions. Applicants must be aware that irregular hours, split shifts, and public holidays work may apply to these advertised positions.

Hotel Overview: The "Princess" has been the Grande Dame of Bermuda's hotels ever since she opened her doors on January 1, 1885. The Fairmont Hamilton Princess is in the midst of an exciting \$90M renovation and restoration project that will transform the hotel into THE premier luxury travel destination in Bermuda. Featuring renovated guest rooms, a new 66-berth Marina, a new infinity resort pool and 1609 Bar & Restaurant, Bermuda's most vibrant open air drinking and dining destination. Celebrity Chef Marcus Samuelsson will open a new signature restaurant in Spring 2015.

EXECUTIVE OFFICE
DIRECTOR OF FINANCE (FULL-TIME)

Summary of responsibilities:

Reporting to the General Manager, responsibilities and essential job functions include, but are not limited to the following:

- Consistently offer professional, friendly and engaging service while supporting colleagues
- Lead and manage the Accounting department and ensure all standards are followed
- Compile and analyze financial information to prepare financial statements including monthly and annual reports
- Ensure financial records are maintained in compliance with accepted policies and procedures
- Ensure all financial reporting deadlines are met
- Ensure accurate and efficient monthly, quarterly and year end close
- Establish and monitor the implementation and maintenance of accounting control procedures
- Analyze financial information to recommend or develop efficient use of resources and procedures; provide strategic recommendations and maintain solutions to business and financial problems
- Analyze and advise on business operations including revenue and expenditure trends, financial commitments and future revenues
- Ensure accurate and appropriate recording and analysis of revenues and expenses
- Oversee the financial audit preparation and coordinate the audit process
- Continuously manage and support budget and forecast activities and assist Departmental Leaders as required
- Balance operational, administrative and Colleague needs to ensure all brand requirements are met
- Motivate, lead, coach and manage all aspects of team members' performance
- Follow and ensure compliance with all corporate, hotel and departmental policies and procedures
- Perform other job related duties as assigned

Qualifications:

- At least three years previous experience in a Hospitality environment at a managerial level is essential
- Senior Leadership experience in accepted accounting practices and principles required
- Computer literate in Microsoft Window applications and relevant computer applications required
- University/College degree in a related discipline required or equivalent work experience
- Strong problem solving abilities and organizational skills
- Must have excellent written and oral communication skills and have the proven ability to interact with persons at all organizational levels in a multi-culturally diverse environment
- The successful candidate will be highly responsible and reliable with exceptional attention to detail
- Ability to focus attention on guest/internal customer needs, remaining calm and courteous at all times

FOOD & BEVERAGE DEPARTMENT
SOUS CHEF (FULL-TIME)

Summary of Responsibilities:

Reporting to the Executive Chef and Executive Sous Chef, responsibilities and essential job functions include, but are not limited to, the following:

- Consistently offer professional, friendly and proactive guest service while supporting fellow Colleagues
- Expedite service, controlling the flow of food orders in and out of the kitchen, and ensuring that all line employees are working together to cook and plate the correct dishes at the correct times. Ensures that all orders are completed on time by the kitchen
- Menu development; content proposals, costing, recipes, production lists, photos
- Order food and managing inventories to maximize quality and minimize food cost
- Integrate culinary operations with the front of the house managers
- Lead the team in producing product of the highest quality
- Maintain a clean and safe kitchen; applying all health department guidelines, educating staff in procedures and policies, reporting and following up on equipment deficiencies, taking responsibility for the management of stewarding staff, demonstrating and reinforcing a work smart/work safe attitude
- Report of staff requirements for scheduling and manage staff to support production and labour cost goals
- Motivate, lead, coach and manage all aspects of team members' performance
- Train culinary staff to be an efficient and productive team and participating in and applying hotel training programs, primarily Leadership Promise and its principles
- Maintain a good working relationship with all hotel departments and practice and reinforce the Service Plus Commitments
- Work to advance professional knowledge and abilities and encourage and support staff to do the same
- Participate in hotel committees

Qualifications:

- Documented culinary training and certification
- Three to five years proven leadership and culinary experience in high quality restaurant environment, such as Michelin Star rated or equivalent
- At least one year international experience in a Luxury Hotel is preferred
- Demonstrated ability to establish and maintain the highest standards of food presentation and quality
- Creative and energetic with excellent interpersonal and communication skills
- Must be prepared to work under pressure with the ability to meet production deadlines
- References supporting a strong performance in culinary, food safety, and leadership potential are required
- Self-motivated, mature, energetic individual with excellent communications skills and a strong ability to work with a team

CHEF DE CUISINE (FULL-TIME)

Summary of Responsibilities:

Reporting to the Executive Chef and Executive Sous Chef, responsibilities and essential job functions include, but are not limited to, the following:

- Consistently offer professional, friendly and proactive guest service while supporting fellow colleagues
- Expedite service, controlling the flow of food orders in and out of the kitchen, and ensuring that all line employees are working together to cook and plate the correct dishes at the correct times. Ensures that all orders are completed on time by the kitchen
- Menu development, content proposals, costing, recipes, production lists, and photos
- Order food and manage inventories to maximize quality and minimize food cost
- Responsible for all aspects of quality control standards from menu conception to presentation of dish before serving and making the necessary adjustments
- Integrate operations of culinary with the front of the house Managers
- Maintain a clean and safe kitchen; apply all health department guidelines, educate staff in procedures and policies, and report and follow up on equipment deficiencies
- Schedule and manage staff to support production and labour cost goals
- Motivate, lead, coach and manage all aspects of team members' performance
- Train culinary staff to be an efficient and productive team and participating in and applying hotel training programs, primarily Leadership Promise and its principles
- Take responsibility for management of stewarding staff, and demonstrate reinforcement of a work smart/work safe attitude
- Maintain a good working relationship with all hotel departments and practice and reinforce the Service Plus Commitments
- Work to advance professional knowledge of abilities and encourage and support staff to do the same
- Participate in hotel committees

Qualifications:

- Documented culinary training and certification
- Three to five years banqueting chef experience in high quality restaurant environment, such as Michelin Star rated or equivalent
- At least a year international experience preferred. Hotel experience is advantageous
- Capability to set and maintain the highest standards of food presentation and quality
- Interested applicants should be creative and energetic with excellent interpersonal and communication skills

CHEF DE PARTIE (FULL-TIME)

Summary of Responsibilities:

Reporting to the Executive Chef, responsibilities and essential job functions include, but are not limited to, the following:

- Consistently offer professional, friendly and proactive guest service while supporting fellow Colleagues
- Ensure the consistency in the preparation of all food items for a la carte and/or buffet menus according to hotel recipes and standards
- Actively share ideas, opinions and suggestions in daily shift briefings
- Ensure all kitchen colleagues are aware of standards and expectations
- Liaise daily with Outlet Chefs to keep open lines of communication regarding guest feedback
- Continually strive to improve food preparation and presentations
- Maintain proper rotation of product in all chillers to minimize wastage/spoilage
- Have full knowledge of all menu items, daily features and promotions
- Ensure the cleanliness and maintenance of all work areas, utensils, and equipment
- Follow kitchen policies, procedures and service standards
- Follow all safety and sanitation policies when handling food and beverage
- Other duties as assigned

Qualifications:

- Diploma or Certificate from a recognized culinary school an asset
- At least four years culinary experience working in all areas of a luxury hotel kitchen
- Excellent creative, interpersonal and communication (verbal and written, fluent in English) skills
- Strong problem solving skills
- Must be responsible and reliable
- Proven ability to work efficiently in a demanding and fast paced environment
- Proven ability to work cohesively as part of a team in a multi cultural, diverse environment
- Proven ability to focus attention on guest needs, remaining calm and courteous at all times
- Computer literate in Microsoft Window applications an asset

OUTLET MAITRE'D (FULL-TIME)

Summary of Responsibilities:

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

- Consistently offer professional, friendly and proactive guest service while supporting fellow Colleagues
- Manage restaurant to ensure superior service standards are maintained at all times, while meeting budgeted payroll expenses/ costs
- Assist in the preparation and execution of the annual restaurant budget, capital plan and strategic projects
- Prepare the restaurant monthly revenue and costs forecast
- Assist with the development of menus, wine list, specifications and standards for all restaurant operations
- Assist in the development and implementation of innovative promotional and sales events by constantly seeking out creative ways to improve service and increase business volumes

- Ensure the effective utilisation and productivity of all restaurant employees including staff planning, hiring, training and development
- Lead department meetings and/or training sessions as required
- Motivate, lead, coach and manage all aspects of team members' performance
- Ensure a clean and safe working environment, with continual emphasis on promoting employee health and safety
- Facilitate Food and Beverage training as required and follow-up training programs to address any additional needs
- Train employees on POS system as well as the programming and maintenance of it
- Assist with the ongoing professional development, growth, and satisfaction of all co-workers
- Develop and maintain close and effective working relationships with all supporting departments a high visibility and hands on approach must be taken

Qualifications:

- Three to five years experience in all facets of hotel Food & Beverage operations including a minimum of two years in a department head role
- Food & Beverage or Hotel management degree or diploma is preferred
- Must be a highly effective leader, possessing a high degree of interpersonal skills, ambition, drive and determination
- Strong organisational and time management skills
- Good knowledge of wine science
- Must possess excellent communication and presentation skills
- Must be a highly effective leader possessing a high degree of interpersonal skills, ambition, drive and determination
- Knowledge of Delphi, Micros POS System, Word, Lotus & Windows Applications will be a distinct asset

OUTLET ASSISTANT MAITRE'D (FULL-TIME)

Summary of Responsibilities:

Reporting to the Outlet Manager/Maitre'd, responsibilities and essential job functions include, but are not limited to, the following:

- Consistently offer professional, friendly and proactive guest service while supporting fellow Colleagues
- Supervise and support employees while ensuring service standards are maintained
- Assist with scheduling and payroll on a weekly basis
- Monthly sales forecasting and payroll planning
- Prepare annual outlet budgets
- Lead department meetings and training sessions as required and participate in Outlet menu engineering and reporting on Food & Beverage potential
- Assist in the development and implementation of innovative promotional and sales events by constantly seeking out creative ways to improve service and increase business volume
- Motivate, lead, coach and manage all aspects of team members' performance
- Develop and maintain close and effective working relationships with all supporting departments
- Develop menus, wine lists, specifications and standards for all beverage operations
- Ensure that the overall cleanliness and safety of the outlet is maintained

Qualifications:

- Applicant should possess at least three years experience in a supervisory role within a luxury hotel or fine dining restaurant
- Food & Beverage or Hotel Management degree is preferable
- Must be self-motivated decision-maker with proven guest satisfaction record
- Extensive beverage knowledge
- Excellent communication and interpersonal skills
- Display high initiative requiring minimum supervision and excellent organizational skills
- Previous training experience of new and developing teams a distinct advantage
- Knowledge of Delphi, Micros POS System, Word, Lotus & Windows 95 is a prerequisite

OUTLET CAPTAIN (FULL-TIME & PART-TIME)

Summary of Responsibilities:

Reporting to the Outlet Manager/Maitre'd, responsibilities and essential job functions include, but are not limited to, the following:

- Consistently offer professional, friendly and proactive guest service while supporting fellow Colleagues
- Maintain a high level of professionalism in all aspects of job performance, practice Fairmont Service Promise's in all interactions
- Exhibit a complete understanding of Fairmont Food & Beverage standard operating policies & procedures
- Demonstrate awareness of groups, events or activities happening in the hotel
- Demonstrate thorough knowledge of Food and Beverage products and menus, daily features, specials and services provided by the department and the hotel
- Handle guest's enquires and maintain organized control over the daily operations of the outlet
- Make recommendations and suggestions on the food and beverage offerings and be able to answer any guest queries in a helpful and informative manner
- Report for duty punctually, in full uniform according to appearance and grooming standards
- Ensure that colleagues are held accountable for maintaining timekeeping, uniform and appearance standards
- Perform all opening, side and closing duties as well as daily and weekly duties to Fairmont standards
- Conduct daily staff briefings at the beginning of every shift
- Lead and guide the Servers and Food Runners, ensuring efficient and effective teamwork
- Ensure that all work areas and stations are kept clean and tidy at all times
- Assume at all times a pleasing and helpful attitude towards guests and colleagues, while consistently striving to provide excellent and friendly service
- Handle any guest feedback in an appropriate manner ensuring the guest leaves satisfied
- Be aware of and adhere to all cashing procedures and the correct handling of all payment methods
- Understand and follow all Micros procedures and policies as stated in the Colleague Resource Guide
- Actively participate in all department meetings and training sessions
- Assist the manager in completing weekly payroll, scheduling, performance evaluations and coaching & counseling of staff
- Order supplies and submit maintenance requests
- Understand how to operate all equipment used in the outlet and to protect all assets in the outlet and in the hotel
- Follow all health and safety regulations and maintain a safe work environment
- Perform all managerial duties in the absence of the manager
- Perform other duties related to outlet operations as assigned

Qualifications:

- Hospitality degree or two years Food and Beverage service experience in a luxury high volume establishment is required
- Previous experience in a similar position is preferred
- Applicants must be fluent in English
- Must be well groomed with a professional appearance
- Must possess excellent interpersonal, communication and presentation skills
- Must possess strong organizational skills and work well under pressure
- The ability to work split shifts, evenings, weekends, and holidays is required
- Proven track record of reliability, good timekeeping skills, integrity and honesty are required
- Knowledge of Micros POS System is required; knowledge of MSWord and Excel is a distinct asset

WAITER/WAITRESS (FULL-TIME & PART-TIME)

Summary of Responsibilities:

Reporting to the Outlet Manager/Maitre'd, responsibilities and essential job functions include, but are not limited to, the following:

- Consistently offer professional, friendly and proactive guest service while supporting fellow Colleagues
- Provide friendly, efficient food & beverage service
- Sell the menu and beverages out of our outlets in a positive professional manner, make recommendations on Food & Beverage offerings
- Process guest checks in a timely and efficient manner
- To bus and reset tables as required

Qualifications:

- Prior food & beverage service experience is advantageous
- Good communication, organizational & leadership skills
- Proven ability to work well in a team environment
- Micros experience is an asset
- Proven ability to work well under pressure in a fast paced environment
- Reliability & responsibility with time and attendance
- A friendly demeanour with excellent communication skills
- An impeccable appearance with superior attention to detail

HOST/HOSTESS (TEMPORARY)

Summary of Responsibilities:

Reporting to the Outlet Manager/Maitre'd, responsibilities and essential job functions include, but are not limited to, the following:

- Consistently offer professional, friendly and proactive guest service while supporting fellow Colleagues
- Greet guests and answer any questions they may have about the restaurant or other areas of the building
- Take the appropriate measures to ensure guests are seated in a timely manner
- Maintain and stocks menus before each shift
- Escort guests to their assigned table and brings menu for each guest
- Understand shift end reports in the outlet and the POS system
- Assist guests regarding food and beverage menu items in an informative and helpful way
- Have knowledge of all menu items, garnishes, contents and preparation methods
- Follow outlet policies, procedures and service standards
- Follow all safety and sanitation policies when handling food and beverage
- Other duties as assigned

Qualifications:

- Previous customer service experience an asset
- Previous Point of Sale System experience an asset
- Strong interpersonal and problem solving abilities
- Reliability & responsibility with time and attendance
- Proven ability to work well under pressure in a fast paced environment
- Proven ability to work well in a team environment
- A friendly demeanour with excellent communication skills
- An impeccable appearance with superior attention to detail
- Ability to focus attention on guest needs, remaining calm and courteous at all times