



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.

BARTENDER (FULL-TIME & PART-TIME)

Summary of Responsibilities:

Reporting to the 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
- Demonstrate knowledge of Food and Beverage products and menus, daily features, specials and services provided by the department and the hotel as provided in pre-shift meetings
- Demonstrate awareness of groups, events or activities happening in the hotel as provided in pre-shift meetings
- Exhibit a complete understanding of Fairmont Food & Beverage policies and standard operating procedures (including FAME and any other standards as may be adopted or amended by Fairmont)
- Practice responsible alcohol service, preparing and serving beverages in accordance to local liquor laws and regulations
- Make recommendations and suggestions on the food and beverage offerings while taking food and beverage orders from guests seated at the bar
- Provide food service at the bar including set up of cutlery, delivery of condiments, meal delivery, table maintenance and clearing dishes to dish area
- Ensure cleanliness of bar including cleaning and polishing the display shelves, mirrors, glasses, bottles, bar top, bar chairs, cooler doors and speed rack
- Set up, prepare and maintain requirements for daily bar service in accordance to Fairmont SOP's and FAME standards
- Monitor adequate daily stock of bar ingredients and bar snacks including all alcoholic and non-alcoholic beverages
- Ensure that the bar has an accurate alcoholic and non-alcoholic beverage and wine stock at all times
- Stock all supplies for the following shift
- Complete liquor and general requisitions on a daily basis to ensure complete stock levels of all bar items
- Store alcoholic and non-alcoholic beverages wine and bar snacks in compliance with daily bar requisitions
- Ensure adequate stock of clean bar glassware by washing dirty glassware in bar dishwasher as required
- Keep costs to a minimum by controlling wastage and breakage
- Understanding operation and routine maintenance of bar equipment
- Controlling float and handling of cash, including but not limited to preparing guest bar bills, receipt of cash, cashing out at the end of shift and locking receipts/float in safe
- Ensure recycling of glass and paper, properly disposing of broken glass in accordance with established standards
- Handle any guest feedback in an appropriate manner ensuring the guest leaves satisfied.
- Monitor bar equipment including dishwasher, should any malfunctions occur it must be reported to the Maitre'd/Outlet Manager
- Performing other duties related to bar operations as assigned

Qualifications:

- Proven mixology and beverage experience including knowledge of fine wines, cocktails, spirits, etc
- Bartending course certification is required
- Proven experience working in a fast paced quality lounge environment
- Must possess excellent interpersonal, communication and presentation skills
- The ability to work split shifts, evenings, weekends, and holidays as required
- Proven track record reliability, good timekeeping skills, integrity and honesty
- Ability to stand for long periods of time and some lifting of bar supplies is required
- Knowledge of Micros POS System is required; knowledge of MSWord and Excel is a distinct asset

KITCHEN STEWARD (PART-TIME)

Summary of Responsibilities:

Reporting to the Executive Chief Steward, Assistant Chief Steward and/or Duty 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
- Maintain cleanliness of china, glassware, silverware, pots, cooking utensils
- Ensure floors are cleaned and dry
- Operate industrial machines in accordance with procedures and safety standards; including sorting, stacking and storing china, glasses, pots etc. and loading/unloading dishwashers etc.
- Ensure all breakages, chipped items are removed from circulation and recorded
- Use proper measurements of detergent and sanitizer
- Use personal protective equipment properly e.g. gloves, aprons, eyewear etc
- Restock china, glassware, silverware, pots, cooking utensils etc.
- Remove garbage
- Follow department policies, procedures and service standards as well as Health and Safety procedures
- Other duties as assigned

Qualifications:

- Knowledge of basic sanitary guidelines would be an asset
- Previous experience in a similar role is an asset
- Strong interpersonal and problem solving abilities
- Proven excellent work and attendance record
- Ability to work well under pressure in a fast paced environment
- Ability to work cohesively as part of a diverse team

FRONT OFFICE OPERATIONS GUEST SERVICES MANAGER (FULL-TIME)

Summary of Responsibilities:

Reporting to the Director of Front Office Operations, 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 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
- Foster a warm and caring service culture while maintaining our Fairmont Service Plus culture
- Create a positive, team-oriented work environment through open communication, empathy and support
- Complete regular quality assurance inspections and coaching accordingly
- Represent the Guest Services department by attending all relevant meetings, and preparing the relevant reports and following up as requested
- Consistently has a presence with our colleagues while balancing the administrative needs of the position
- Ensure departmental schedules reflect our service commitments, colleague needs and business-productivity commitments
- Motivate, lead, coach and manage all aspects of team members' performance
- Ensure that our colleagues' appearance is always reflective of our grooming standards and that they are always in a clean and proper uniform
- Assist in conducting daily shift briefings, ensuring that our colleagues are well informed and prepared to deliver outstanding service
- Liaise with our group contacts to ensure that all of our groups' needs are well planned and achieved
- Ensure that the department's equipment is well cared for and properly maintained
- Assist in the training of Guest Services colleagues and also prepares them for emergency procedures
- Answer telephone calls using Fairmont Telephone Etiquette
- Ensure adherence Fairmont's Code of Ethics
- Ensure all Guest Services Colleagues adhere to the material outlined in the Fairmont Code of Ethics
- Is an ambassador of Fairmont at all times, by providing an excellent first impression
- Adhere to Fairmont Green Environment
- Follow Occupational Health & Safety regulations
- Perform any other duties as requested by Director of Front Office Operations

Qualifications:

- Applicants should have at least three years Supervisory experience in a four or five star hotel environment
- Ability to coach, counsel and mentor team members to further their development
- Extensive computer knowledge including Windows and applicable software
- A degree in Hotel Management would be an asset
- Previous leadership experience in Guest Services required
- Proven performance record in leading a department which achieved very high guest service, colleague satisfaction, and financial results
- Must have excellent communication skills, both written and verbal
- Must be highly organized, energetic and possess the ability to work well under pressure
- Must possess excellent management skills: decision-making, leadership, organization, planning and initiative
- Must be results-oriented by being motivated and driven to meet objectives
- Must have a strong personality in order to be assertive when controlling traffic on the driveway
- Must have the ability to manage several tasks simultaneously
- Proficient in the English language (verbal & written), second language, such as Arabic is an asset
- Must be flexible in terms of working hours
- Must be guest-orientated
- This position involves working shifts, weekends and public holidays

FAIRMONT GOLD DEPARTMENT FAIRMONT GOLD MANAGER (FULL-TIME)

Summary of Responsibilities:

Reporting to the Director of Rooms, 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
- Responsible for all aspects of Guest Service and Guest Satisfaction that are generated and maintained in the Fairmont Gold Department whilst ensuring that all Fairmont Gold Standards of Service & Operational Procedures are adhered. Monitor maintenance and development of the physical Fairmont Gold product.
- Track and forecast daily, weekly, and monthly Fairmont Gold Occupancy levels and planning the department accordingly
- Develop and maintain strong guest relationships to ensure Fairmont Gold Loyalty. Handling all Fairmont Gold comments and managing the Fairmont Gold Guest History system and ensuring Guest information is updated
- Strong & effective communication with all Departments
- Facilitate the Training & Development of the Fairmont Gold Team

- Establish and communicate on a daily basis with the Fairmont Gold Team with a strong commitment to Colleague satisfaction
- Conduct employee performance evaluations on a timely basis, including corrective action and coaching
- Being accountable for operational costs and expenses – Monthly Profit and Loss Statement/ Adherence to budget
- Facilitate the Training & Development of the Fairmont Gold Team. Participate in the Training & Communication process providing service to Fairmont Gold
- Co-ordinate training schedule with work schedule to ensure all staff are able to maximize from training programs. Ensure all staff is on track with project management
- Conduct 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.
- Provide 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
- Ensure 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 maximize 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
- Ensure proper par stock of all equipment, food/Beverage supplies and dry goods are maintained
- Work with the Fairmont Gold Manager to meet JD Power, EOS, Success Share goals

Qualifications:

- A Degree or Diploma in Hospitality Management is an asset
- A minimum of four years, Hotel Concierge level, Fairmont Gold or Front Office experience with a minimum of two years managerial experience
- Proven leadership and employee relation skills in a luxury hotel
- Proven commitment to Guest Service and exceeding guest expectations
- Excellent organizational, written/verbal communication and interpersonal skills
- An operational knowledge and proficiency in Front Office Systems – Property Manager

ASSISTANT FAIRMONT GOLD MANAGER (FULL-TIME)

Summary of Responsibilities:

Reporting to the Fairmont Gold Manager, 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
- 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.
- Work with Executive Chef to determine the Fairmont Gold Lounge menu, food cost, ordering and presentation, in line with Fairmont Gold Standards of Procedures & service
- Provide direction and guidance to Fairmont Gold Pantry Attendant in order to maintain service and food quality levels. Provide staff with the resources to effectively service guests
- Responsible for scheduling according to the staffing guide and reconciling payroll
- Facilitate the Training & Development of the Fairmont Gold Team. Participate in the Training & Communication process providing service to Fairmont Gold
- Co-ordinate training schedule with work schedule to ensure all staff are able to maximize from training programs. Ensure all staff is on track with project management
- Assist 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
- Provide guidance and motivation to the Fairmont Gold Team. Establish and communicate on a daily basis with the Fairmont Gold Team. A strong commitment to Colleague Satisfaction
- Ensure the highest possible revenues are generated for Fairmont Gold with a minimum of associated expenses. Work with the Revenue Manager, Reservations Manager, Sales Manager & Director of Front Office Operations to ensure strategies are in place to maximize 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. Attend Department Communication Meetings representing Fairmont Gold. Supervise all contributing colleagues and departments who provide service to Fairmont Gold to ensure that Fairmont Gold service standards are provided
- Develop and maintain strong guest relationships to ensure Fairmont Gold Loyalty. Handle all Fairmont Gold Comments. Manage the Fairmont Gold Guest History system and ensuring Guest information is updated
- Ensure proper par stock of all equipment, food/Beverage supplies and dry goods are maintained
- Work with the Fairmont Gold Manager to meet JD Power, EOS, Success Share goals
- Attend meetings in the absence of the Fairmont Gold Manager and Oversee operation in the absence of the Fairmont Gold Manager

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 in a luxury hotel
- A minimum of one 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, Shifts, and public holidays

HOUSEKEEPING DEPARTMENT ROOM ATTENDANT (FULL-TIME & TEMPORARY)

Summary of Responsibilities:

Reporting to the Floor Supervisor, 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
- Providing 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 saying "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
- Responsible for the upkeep and cleanliness of guestrooms ad their surroundings within the section, for example, corridor, patio, grounds
- Clean and stock linen closet at the end of your shift
- Report any maintenance defects in guestrooms and surrounding areas to housekeeping
- Report any room unable to service to floor supervisor or office
- Turn in all lost and found items to Security following standard procedure
- Provide night service (refresh rooms in the evening when required)
- Perform other duties assigned by the supervisor, Executive housekeeper and Housekeeping Managers

Qualifications:

- Good communication and organizational skills
- Good knowledge of all facilities in the hotel and surrounding area
- Ability to work in a fast paced environment
- Ability to work under pressure

HOUSE PERSON (FULL-TIME & PART-TIME)

Summary of Responsibilities:

Reporting to the Head House Person & Floor Supervisors, 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 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 saying "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
- Receive work assignments from Head Houseman
- Clean and return equipment
- Ensure that proper recycling is carried out
- Following outlined procedures when performing housekeeping duties
- Responsible for maintaining vacuum cleaners for room attendants, emptying and replacing bags replacing belts and notifying the Head Houseman about machines needing more extensive maintenance/repair
- Responsible for above skills and activities in daily work as a representative of the Executive Housekeeper
- Perform other duties as assigned by the Floor Supervisor, Head Houseman, assistant Housekeeper and Executive Housekeeper

Qualifications:

- Good communication and organizational skills
- Good knowledge of all facilities in the hotel and surrounding area
- Ability to work in a fast paced environment
- Ability to work under pressure

If you are interested in meeting the exciting challenges described above, please apply via our career portal at <http://www.fairmontcareers.com> before October 20, 2014.