



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.

HOSPITALITY INTERNS

At Fairmont Hamilton Princess, our approach to Human Resources begins with selecting the best candidates to join our global team of service professionals committed to turning moments into memories for our guests.

Internships positions will be available in various operational departments (Food and Beverage and Rooms Division); specialist areas (Culinary and Housekeeping) and administrative departments (Finance and Human Resources).

These opportunities will enable you to gain valuable industry exposure at Fairmont Hamilton Princess during an exciting phase of our development.

Young Bermudians seeking a challenging and rewarding experience are invited to join our multi-cultural and diverse team. Successful applicants should:

- Be well presented, neatly and professionally attired with strong communication and interpersonal skills
- Be outgoing, friendly and demonstrate strong customer service skills
- Demonstrate a strong willingness to learn and a well-developed sense of accountability
- Must be able to commit to working extended hours including weekends, public holidays and split shifts as necessary

Persons who have previous hospitality industry experience or plan to pursue a Hospitality career are strongly encouraged to apply.

LEADERSHIP DEVELOPMENT PROGRAM

Our Leadership Development (LDP) program provides experience at a Supervisor or Assistant Manager level position for a period of 12 to 18 months. Participants will rotate through a division to gain in depth knowledge of the area they have chosen to specialize in. Opportunities are available in the following areas: Rooms, Food & Beverage, Accounting, Culinary, Revenue Management and Human Resources.

Summary of Responsibilities:

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
- Comprehension of structure, roles, responsibilities and operating standards within the department the participant is specializing
- Demonstrate competency in creating departmental schedules, managing payroll reporting and forecasting
- Understand Company performance management procedures and how to apply these effectively in the hotel including
- Demonstrate ability to effectively conduct employee performance reviews (LEAD) and employee disciplinary discussions
- Demonstrate ability to effectively interview and select of candidates
- Co-ordinate and lead monthly departmental communication meetings
- Comprehension and demonstrated understanding of department budget, expenses, re-forecasting, and month end financials
- Understand department purchasing and inventory controls
- Maximize service delivery in all areas
- Participation in a hotel committee (Service Plus Committee, Health & Safety or Environmental/Green Team)
- Involvement in Employee Engagement Survey Action Planning, Department Head Meetings, Hotel Strategic Planning and Weekly/Monthly Divisional Meetings
- Participate in Hotel committees
- Perform any and all other tasks which are assigned by management

Qualifications:

- Previous leadership skills and/or hospitality experience that will facilitate ability to fill either a Supervisory or Assistant Management level position
- Degree/Diploma in a Hotel or Tourism Management related programs is an asset
- Must possess outstanding guest services skills, professional presentation and sophisticated interpersonal skills
- Must be willing to relocate upon completion of the program
- Models the Fairmont values of Respect, Integrity, Teamwork & Empowerment
- Aspiration to move up to an Executive Level Position or General Manager within a hotel
- Highly motivated and guest driven with the ability to solve problems and to make timely guest service decisions
- Proactive with a demonstrated eye for detail and the ability to manage multiple functions/projects while meeting deadlines
- Creative and energetic with excellent communication skill, both written and verbal
- Proven leadership ability that supports an environment of employee growth and development, interdepartmental teamwork and exceptional customer service
- Able to handle a multitude of tasks in an intense, ever-changing environment
- Computer skills - Word, Excel and MS Office software required, Property Manager an asset
- Must be able to work flexible hours including holidays and weekends as required

FOOD & BEVERAGE

BEACH SUPERVISOR (PART-TIME / TEMPORARY)

Summary of Responsibilities:

Reporting to the Outlet 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
- Assist in the recruitment of team members
- Motivate, lead, coach and manage all aspects of team members' performance
- Conduct and attend daily colleague meetings and daily shift briefings as required
- Ensure that guests are welcomed to the beach facility and that they have a safe and enjoyable experience
- Oversee the cleanliness and the daily upkeep of the beach, beach area, locker and changing rooms
- Ensure guests are aware of all services and activities available at the beach
- Ensure an adequate supply of towels are available to guests
- Follow and ensure compliance with all corporate, hotel and departmental policies and procedures
- Perform any other job related duties and projects as assigned

Qualifications:

- Previous guest service experience preferred
- Previous supervisory experience required
- Current CPR and First Aid certification is an asset
- Demonstrated strong communication skills, an outgoing personality and strong interpersonal skills
- Proven ability to work cohesively as part of a team in a multi cultural, diverse environment
- Strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, public holidays and weekends is required

BEACH ATTENDANTS (PART-TIME / TEMPORARY)

Summary of Responsibilities:

Reporting to the Outlet 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
- Welcome guests to the beach facility and ensure that they have a safe and enjoyable experience
- Oversee the cleanliness and the daily upkeep of the beach, beach area, locker and changing rooms
- Make guests aware of all services and activities available at the beach
- Ensure an adequate supply of towels are available to guests
- Comply with all corporate, hotel and departmental policies and procedures
- Perform any other job related duties and projects as assigned

Qualifications:

- Previous guest service experience preferred
- Current CPR and First Aid certification is an asset
- Demonstrated strong communication skills, an outgoing personality and strong interpersonal skills
- Proven ability to work cohesively as part of a team in a multi cultural, diverse environment
- Strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, public holidays and weekends is required

FRONT OFFICE OPERATIONS

GUEST RECOGNITION 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
- Employ a professional and attentive manner and establish positive relationships with repeat, VIP and special occasion guests
- Demonstrate knowledge hotel features, facilities, room types and rates
- Demonstrate and ensure team member compliance with all Front Office standards of service and operational procedures
- Demonstrate awareness of and ensure the correct implementation of VIP and Fairmont President Club procedures
- Develop and maintain close and effective working relationships with all supporting departments
- Work cross functionally with Reservations, Concierge, Front Desk, Housekeeping, Security and Guest Services to coordinate the efficient handling of guest arrivals and departures, ensure guest requests are actioned and that Fairmont President Club benefits and standards are met
- Personalize repeat guest recognition by researching, selecting, purchasing and designing services and amenities
- Communicate all guest feedback to appropriate departments and ensure correct documentation procedures are implemented
- Resolve guest concerns in a prompt and efficient manner, follow correct documentation procedures and ensure managers and relevant departments are notified in a timely manner
- Maintain a perpetual presence in the lobby and public areas throughout the hours of the shift
- Ensure all guests are escorted to their room/suite/Gold lounge and a full hotel tour is conducted
- Promptly and effectively respond to guest account queries
- Enroll new Fairmont President Club members and update certificate maintenance
- Schedule and manage staff to support production and labour cost goals
- Motivate, lead, coach and manage all aspects of team members' performance
- Conduct and attend daily colleague meetings to communicate departmental activities
- Adhere to and promote the Company's Health & Safety policies to ensure a safe work environment and be aware of all emergency procedures
- Follow and ensure compliance with all corporate, hotel and departmental policies and procedures
- Participate in hotel committees
- Perform any other job related duties and projects as assigned

Qualifications:

- Minimum three years experience in Guest Relations in a luxury hotel environment is required
- A degree in Hospitality Management is strongly preferred
- At least one year's international experience in a luxury hotel is strongly preferred
- Proven ability to focus attention on guest needs, remaining calm and courteous at all times
- Proven strong supervisory/leadership skills and the ability to meet high levels of service excellence
- Proven ability to work cohesively as part of a team in a multi cultural, diverse environment
- Proven strong organizational and analytical skills
- Proven ability to work efficiently in a demanding and fast paced environment
- Energetic, enthusiastic, self-motivated and a charismatic team player
- Knowledge of computerized Front Office systems required with emphasis in Micros-Fidelio based programs (Opera) and Windows, MS Office Suite an asset
- Strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, public holidays and weekends is required

GUEST RECOGNITION AGENT(FULL-TIME)

Summary of Responsibilities:

Reporting to the Guest Recognition 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
- Employ a professional and attentive manner and establish positive relationships with repeat, VIP and special occasion guests
- Demonstrate knowledge hotel features, facilities, room types and rates
- Comply with all Front Office standards of service and operational procedures
- Demonstrate awareness of and ensure the correct implementation of VIP and Fairmont President Club procedures
- Develop and maintain close and effective working relationships with all supporting departments
- Work cross functionally with Reservations, Concierge, Front Desk, Housekeeping, Security and Guest Services to coordinate the efficient handling of guest arrivals and departures, ensure guest requests are actioned
- Review current day's expected arrivals and check all Fairmont President Club, VIP and special request reservations to ensure that they are pre-registered, blocked properly and other departments are notified of room assignment
- Communicate all guest feedback to Guest Recognition Manager and ensure correct documentation procedures are implemented
- Resolve guest concerns in a prompt and efficient manner, follow correct documentation procedures and ensure Guest Recognition Manager and relevant departments are notified in a timely manner
- Maintain a perpetual presence in the lobby and public areas throughout the hours of the shift
- Ensure all guests are escorted to their room/suite/Gold lounge and a full hotel tour is conducted
- Enroll new Fairmont President Club members and update Fairmont President Club certificate maintenance
- Follow Hotel's telephone etiquette standards
- Comply with the Company's Health & Safety policies to ensure a safe work environment and be aware of all emergency procedures
- Participate in hotel committees
- Perform any other job related duties and projects as assigned

Qualifications:

- At least one year's experience in Guest Relations role in a luxury property or a Hospitality diploma/certificate is strongly preferred
- At least one year's international experience in a luxury hotel is strongly preferred
- Proven ability to focus attention on guest needs, remaining calm and courteous at all times
- Demonstrated strong communication skills, an outgoing personality and strong interpersonal skills
- Strong problem solving abilities are necessary
- Proven ability to work cohesively as part of a team in a multi cultural, diverse environment
- Proven strong organizational and analytical skills
- Proven ability to work efficiently in a demanding and fast paced environment
- Energetic, enthusiastic, self-motivated and a charismatic team player
- Proficient in the English
- Knowledge of computerized Front Office systems required with emphasis in Micros-Fidelio based programs (Opera) and Windows, MS Office Suite an asset
- Strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, public holidays and weekends is required

BELL PERSON (PART-TIME)

Summary of Responsibilities:

Reporting to the Head Bell Person, 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 Promises in all interactions
- Maintain high standards of personal appearance and grooming, which include wearing the proper uniform and nametag while working
- Demonstrate awareness of groups, events and activities happening in the hotel and direct guests to functions within hotel as required
- Escort Guests to their room and upon arrival conduct an overview of the room to ensure that guests are familiar with their surroundings
- Ensure the timely and efficient transfer of luggage to and from the guest's room
- Expedite guest room changes as required
- Deliver messages and other items to guest rooms and within the Hotel
- Maintain a presence in the lobby, offer assistance to Guests as required