



# ROSEWOOD TUCKER'S POINT

BERMUDA

**Are you seeking a challenging and rewarding career opportunity? Are you interested in joining a dynamic team that has raised the service standard of hospitality and has elevated Bermuda's reputation as a global competitor in the industry? If so, we are looking for you!**

**GUEST RELATIONS MANAGER** – We are seeking the ultimate hospitality professional to join the Front Office Management team. Reporting to the Front Office Manager, the incumbent will effectively manage and be hands on with all of the operations of the Front Office.

Duties will include but are not limited to:

- Effectively manage guest relations from pre-arrival hand over from Revenue Management/ Resort Reservations, to post departure needs
- Reviewing the daily business levels, anticipate critical situations and plan effective solutions to best expedite these situations.
- Acting as a Duty Manager in the absence of the Front Office Manager / Director of Rooms in rotation with other staff as required.
- Maintaining an updated profile for all Special Attention and VIP guests; preferred room, specific amenity, preferred time for housekeeping service, etc
- Counseling, mentoring, training and developing service staff.

The successful candidate will have a minimum of two years front office supervisory/management experience. Proficiency in a Property Management system and Microsoft office suite is required. The individual must have a passion for providing excellent customer service, have superior problem-solving skills and possess excellent written and verbal communication skills. This position requires the flexibility to work shifts that will include overnight from time to time.

**SPA THERAPISTS** - We are seeking qualified therapists to join our team of talented therapists in our Sense<sup>®</sup> Spa. Responsibilities of the Spa Therapist will include but are not limited to:

- Performing body treatments including wraps using heat, and massage therapy using modalities of shiatsu, reflexology, Reiki, Thai massage and warm stone massage
- Performing facials including exfoliation and extraction
- Performing manicures and pedicures
- Ensuring the quality of the guest experience by the immaculate presentation of treatment rooms and providing the Guest with product recommendations tailored specifically to each individual Guest.

Applicants should have certification from an accredited school of beauty therapy to include aesthetics and massage and two years proven experience as a therapist in a luxury Spa environment. Certification in CPR/First Aid is a definite asset. Therapists are expected to have superior communications and customer service skills and should be willing to be work a flexible schedule that will include weekends and public holidays.

Interested persons should complete an application online at our website [www.rosewoodtuckerspoint.com](http://www.rosewoodtuckerspoint.com) under the careers section.

**Closing Date for applications is: April 24, 2015**

*Rosewood Tuckers Point is an Equal Opportunity Employer, offers a competitive compensation package, a rewarding work environment and challenging career*