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For over 125 years, the Fairmont Hamilton Princess has played a major role in Bermuda's hospitality industry. Now in the midst of a \$90million renovation, and with a culture of delivering quality and high standards of service in the past, the Hotel prepares to embrace the future as the premier luxury travel destination in 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.

FOOD & BEVERAGE DEPARTMENT

OUTLET GENERAL MANAGER

Summary of Responsibilities:

Reporting to the Director of Food & Beverage and working in conjunction with the Marcus Samuelsson Group at the Fairmont Hamilton Princess, 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
- Organize the restaurant from inception, ensuring ordering of uniforms and operating equipment
- Develop effective initial operating criteria to ensure that superior service standards are maintained at all times
- Oversee the selection, training and development of all Colleagues to ensure timely recruitment, career growth and proper staffing levels are maintained at all times
- Lead and manage the day-to-day operations of the outlet ensuring the highest level of service and guest satisfaction is achieved
- Implement effective control of food, beverage, labour and operating expenses for the outlet exceeding budgeted results
- Prepare and implement the annual outlet budget, capital plan and any special project budgets
- Consistently offer professional, friendly and proactive guest service while supporting fellow Colleagues
- Assist in the development of menus, wine list, specifications and standards for the outlet in conjunction with the Executive Chef, Director of Food and Beverage and the Marcus Samuelsson Group
- Assist in the development and implementation of innovative promotional and sales programs by constantly seeking out creative ways to improve service and increase business volumes and profits
- Establish par stocks for china, linen, glass and silver
- Ensure the effective utilization and productivity of all restaurant employees
- Motivate, lead, coach and manage all aspects of team members' performance towards achieving exceptional guest service and employee satisfaction results
- Develop and implement comprehensive action plan based on results from the Annual Employee Opinion Survey
- Train employees on POS system as well as any other operation programs required by the outlet
- Facilitate Food and Beverage training and follow-up training programs to address any additional needs as required
- Ensure a clean and safe working environment, with continual emphasis on promoting colleague health and safety
- Develop and maintain close and effective working relationship with all supporting departments

Qualifications :

- At least 10 years previous experience in all facets of hotel food & beverage operations including a minimum of three years in a senior level position
- Food & Beverage or Hotel management degree or diploma is strongly preferred
- Proven track record in leading a high volume Food & Beverage operation focused on high guest service ratings and employee satisfaction levels
- Proven ability to be a highly effective leader, possessing a high degree of interpersonal and problem solving abilities
- Demonstrated creativity in menu and concept development required
- Strong knowledge in wine and spirits. WSET certification is a definite asset
- Work well under pressure in a fast paced environment and work cohesively as part of a team
- Demonstrate excellent written and verbal communication skills and strong presentation skills
- Proven ability to work cohesively as part of a team and to build and develop teams in a multi-culturally diverse environment
- Proven ability to focus attention on guest needs, remaining calm and courteous at all times
- Be proficient in the use of Delphi, Micros POS System and Microsoft Office products
- Strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, public holidays and weekends is required

DIRECTOR OF BANQUETS

Summary of Responsibilities:

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

- To develop and enhance Fairmont service standards through disciplined administration of departmental Standard Operating Procedures and excellent attention to detail.
- Assist in the preparation of the annual strategic plan and achieve the goals and targets therein
- Lead and manage the day-to-day operations of the Food & Beverage Division ensuring the highest level of service and guest satisfaction is achieved
- To enhance the leadership skills of the Banquet Manager and Assistant Banquet Manager
- To ensure effective working relationships and clear communication are maintained with all colleagues and leaders in the Banquet Department.
- To critically assess procedures, policies, and methods of operation and alter them where necessary.
- To liaise with the Conference Services/Catering Department to ensure that a common vision is shared.
- To work with clients, Conference Services/Catering Department and Sales to develop new programs and services in order to offer a unique and personalized experience for all conference guests.
- To create and implement all beverage menus within the department as well as work closely with the kitchen on the creation of all food menus.
- To liaise with other Food and Beverage departments to ensure that all resources are being equally shared and that the entire division operates as a unified force.
- To ensure that all equipment, fixtures, and furniture of the department are kept in the best repair possible and are used in a safe and proper manner.
- To participate in the budgeting process of the department by establishing clear and precise priorities for operational and renovation capital expenditures.
- To purchase all equipment required by the department.
- To maintain a safety culture within the department and ensure departmental adherence to and awareness of Health and Safety standards.
- To achieve or exceed all targeted objectives as it relates to our pillars
- To attend Leadership meetings, daily convention, pre-convention and other meetings as required

- Other duties as assigned

Qualifications:

- At least 5 years experience as a Banquet Manager/Assistant Director of banquets
- Post Secondary Degree in Hospitality or Food and Beverage Management an asset
- Ability to work well under pressure in a fast paced environment
- Ability to work cohesively as part of a team and the ability to build teams
- Excellent communication skills, both oral and written
- A high degree of professionalism and administrative skills are critical
- Experience with Microsoft Office productivity tools and Micros POS system is an asset
- Must be a highly organized individual with the ability to handle numerous tasks at any one time
- A demonstrated ability to delegate tasks to team members and facilitate their completion
- Must have strong, proven leadership qualities and management skills
- Must be able to work additional hours including weekends and public holidays

BANQUETS MANAGER

Summary of Responsibilities:

- Consistently offer professional, friendly and proactive guest service while supporting fellow Colleagues
- Motivate, lead, coach and manage all aspects of team members' performance
- Develop and maintain close and effective working relationship with all supporting departments a high visibility and hands on approach must be taken.
- Organisation of department 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 budget, capital plan and strategic projects.
- Prepare the catering monthly revenue and costs forecast.
- Ensure the effective utilisation and productivity of all catering employees including staff planning, hiring, training and development.
- 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.
- Facilitate Food and Beverage training as required and follow-up training programs to address any additional needs.
- Assist in the development of menus, wine list, specifications and standards for all catering operations.
- Assist in ensuring the ongoing professional development, growth, and satisfaction of all co-workers.
- Ensure a clean and safe working environment, with continual emphasis on promoting employee health and safety
- 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:

- Three years leadership experience in Banquet Operations in a luxury hotel is required
- Food & Beverage or Hotel Management degree is preferable
- Proven ability to plan and execute events effectively with a strong sense of detail experience in convention/banquet floors is an required
- Must be self-motivated decision-maker with proven guest satisfaction record
- 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
- 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 literacy in Microsoft Office, Word Perfect /Windows, or Excel is a must
- Strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, public holidays and weekends is required

BANQUETS ASSISTANT MANAGER

Engaging service, delicious cuisine and distinctive surroundings make every special event at Fairmont Hotels & Resorts a truly memorable affair. Showcase your communication and organization strengths as Assistant Banquet Manager, where you will lead and liaise among multiple departments to ensure each group function is truly exceptional.

Summary of Responsibilities:

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

- Consistently offer professional, friendly and engaging service while supporting fellow colleagues
- Lead and supervise the Banquet team in all aspects of the department and ensure service standards are maintained
- Handle guest concerns and react quickly and professionally
- Balance operational, administrative and Colleague needs
- Contribute to departmental meetings and participate in hotel committees
- Review all banquet event orders to ensure proper set-ups are in place
- Assist with the development of menus, wine lists, specifications and standards for all beverage operations
- Work with the Conference Services & Catering department to ensure that revenues and guest satisfaction levels are maximized
- Ensure proper staffing and scheduling of all Banquet Colleagues in accordance to productivity guidelines
- Follow outlet policies, procedures and service standards
- Follow all safety and sanitation policies when handling food and beverage
- Other duties as assigned

Qualifications

- Two years leadership experience in Banquet Operations in a luxury hotel is required
- Computer literate in Microsoft Windows applications required
- University/College degree in a related discipline preferred
- Excellent communication skills with strong interpersonal and problem solving abilities

- Highly responsible & reliable with excellent organizational skills
- Ability to work well under pressure in a fast paced environment
- Ability to work cohesively as part of a team in a multi-cultural environment
- Ability to focus attention on guest needs, remaining calm and courteous at all times
- Strong work ethic and the ability to work extended hours including evenings, public holidays and weekends is required

FOOD & BEVERAGE SALES MANAGER

Summary of Responsibilities:

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

- Works collaboratively with the Sales & Marketing department to generate opportunities for new business.
- Builds and strengthens relationships with existing and new customers to enable future bookings. Activities include in house promotions, sales calls, entertainment and an active involvement in restaurant service during peak hours.
- Develops relationships within community to strengthen and expand customer base for restaurants sales opportunities.
- Manages and develops relationships with key internal and external stakeholders.
- Drive in-house capture ratio by working closely with the Marketing Communications department to establish promotions.
- Actively be around in hotel public areas to engage with guests and generate additional business.
- Develop, plan and execute all Food & Beverage promotions with the operations and communications departments for both internal and external communications related promotions.
- Communicate and support the sales team by driving sales and obtaining feedback on the program.
- Explores opportunities of hosting social events such as birthday parties, secretary parties and networking events in order to maximize revenue.
- Attend social functions in order to meet new business opportunities.
- Uses negotiating skills and creative selling abilities to create additional restaurant business.
- Executes and supports the operational aspects of business booked.
- Understands and creates awareness of promotional activities of competition.
- Understands the overall market - competitors' strengths and weaknesses, economic trends, supply and demand etc. and knows how to sell against them.
- Monitors same day selling procedures to maximize restaurant revenue.
- Gains understanding of the property's primary target customer and service expectations; serves the customer by understanding their business, business issues and concerns.
- Acts as the guest service role model for the restaurants, setting a good example of excellent customer service and creates a positive atmosphere for guest relations.
- Handles guest problems and complaints effectively.
- Interacts with guests to obtain feedback on product quality and service levels.
- Work with the hostess team to control and monitor restaurant reservation system and maintain restaurant database.
- Able to gain thorough knowledge of all F&B menus, promotions and communicational activities.

Qualifications:

- Previous Sales experience required
- Computer literate in Microsoft Window applications and/or relevant computer applications required
- University/College degree in a related discipline preferred
- Excellent communication skills, both written and verbal required
- Strong interpersonal and problem solving abilities
- Highly responsible & reliable
- Ability to focus attention on guest needs, remaining calm and courteous at all times

DINING RESERVATIONS AGENT

Summary of Responsibilities:

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

- Consistently offer professional, friendly and engaging service
- Maintain a high level of professionalism in all aspects of job performance, practicing Fairmont standards in all interactions
- Book and enter dining reservation requests using computerized reservation system
- Demonstrate detailed knowledge of all Food & Beverage Outlets and their menu offerings
- Promote and sell any in-house or upcoming Food & Beverage events
- Work closely with all Food & Beverage Outlets to communicate guest requests or special celebrations
- Answer telephone and email inquiries in a timely manner
- Assist guests regarding hotel facilities in an informative and helpful way
- Follow department policies, procedures and service standards
- Follow all safety policies
- Other duties as assigned

Qualifications:

- Previous customer service related experience required
- Previous Property Manager System experience preferred
- Computer literate in Microsoft Window applications required
- Must be able to type 25 words per minute
- Strong interpersonal and problem solving abilities
- Highly responsible & reliable
- Ability to work well under pressure in a fast paced environment
- Ability to work cohesively as part of a team
- Ability to focus attention on guest needs, remaining calm and courteous at all times

Closing Date: May 16th, 2015