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THE *Fairmont*  
HAMILTON PRINCESS  
BERMUDA

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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

### 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:

- Consistently offer professional, friendly and proactive guest service while supporting fellow Colleagues
- Ability to develop and to ensure Fairmont service standards are exceeded through disciplined administration of departmental Standard Operating Procedures
- Assist in the preparation of the annual Food and Beverage strategic plan and contribute to the achievement of all goals and targets
- Effectively communicate with the Conference Services/Catering Department to ensure that guest conference expectations are understood and are exceeded.
- Work with clients, Conference Services/Catering Department and the Food and Beverage teams to develop a unique and personalized experience for all conference guests
- Create and implement all beverage menus within the department as well as work closely with the kitchen on the creation of all food menus.
- 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.
- 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.
- Lead the department annual budgeting process and manage monthly and annual expenditures and processes according to Fairmont standards
- Schedule and manage staff to support production and labour cost goals
- Liaise with the Director of Purchasing to purchase all equipment required by the department.
- 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.
- 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
- Attend Leadership meetings, daily convention, preconvention and other client meetings as required
- Conduct and attend daily colleague meetings to communicate departmental activities
- Other job related duties as assigned

#### Qualifications:

- At least 5 years experience in a Banquets senior leadership capacity is required; experience within an international luxury hotel environment is strongly preferred
- University degree in Hospitality or Food and Beverage Management an asset
- Ability to work well under pressure in a fast paced environment
- Proven ability to focus attention on guest needs, remaining calm and courteous at all times
- Demonstrated strong supervisory/leadership skills and the ability to meet high levels of service excellence is required
- Proven ability to work cohesively as part of a team in a multi cultural, diverse environment
- Demonstrated ability to build guest focused and cohesive teams is required
- Excellent communication skills, both oral and written
- Experience with Microsoft Office productivity tools and Micros POS system is an asset

- Must be a highly organized individual with the ability to effectively multi-task
- Strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, weekends and public holidays is required

### BANQUETS MANAGER

#### Summary of Responsibilities:

Reporting to the Director of Banquets, 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
- Motivate, lead, coach and manage all aspects of team members' performance
- Develop and maintain close and effective working relationship with all supporting departments
- Participate in the department annual budgeting process and manage monthly (revenue and costs forecast) and annual expenditures and processes according to Fairmont standards
- Ensure the effective utilisation and productivity of all catering department employees to ensure superior service standards are maintained at all times, while meeting budgeted payroll expenses/costs
- Assist in the development and implementation of innovative promotional and sales events to improve service and increase business volumes.
- Facilitate departmental training as required and follow-up training programs to address any additional needs.
- 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
- Ensure a clean and safe working environment, with continual emphasis on promoting employee health and safety
- Attend Leadership meetings, daily convention, preconvention and other client meetings as required
- Conduct and attend daily colleague meetings to communicate departmental activities
- Follow and ensure compliance with all corporate, hotel and departmental policies and procedures
- Participate in hotel committees
- Complete any other job related duties and projects as assigned

#### Qualifications:

- At least three years leadership experience in Banquet Operations is required; experience in an international luxury hotel is strongly preferred
- A university degree in Food & Beverage or Hotel Management is strongly preferred
- Proven ability to effectively plan and to execute events with keen attention to detail is required
- Proven ability to focus attention on guest needs, remaining calm and courteous at all times
- Ability to work well under pressure in a fast paced environment
- Must be self-motivated decision-maker with proven guest satisfaction record
- Excellent communication and interpersonal skills
- Previous experience training, and developing new teams is a distinct advantage
- Demonstrated strong supervisory/leadership skills and the ability to meet high levels of service excellence is required
- Proven ability to work cohesively as part of a team in a multi cultural, diverse environment
- 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, weekends and public holidays is required

### BANQUETS ASSISTANT MANAGER

#### 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
- Motivate, lead, coach and manage all aspects of team members' performance
- Lead and supervise the Banquet team and ensure service standards are implemented according to Fairmont standards
- 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
- Review all banquet event orders to ensure proper set-ups are in place
- Balance operational, administrative and Colleague needs
- 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
- Attend Leadership meetings, daily convention, preconvention and other client meetings as required
- Conduct and attend daily colleague meetings to communicate departmental activities
- Complete any other job related duties and projects as assigned

#### Qualifications:

- At least two years leadership experience in Banquet Operations is required; experience in an international luxury hotel is strongly preferred
- University degree in a hospitality-related discipline is preferred
- Computer literate in Microsoft Windows applications required
- 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, weekends and public holidays is required

**Closing Date: May 16th, 2015**