



HAMILTON PRINCESS & BEACH CLUB  
A FAIRMONT MANAGED HOTEL

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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 AND BEVERAGE

### RESTAURANT GENERAL MANAGER

#### Summary of Responsibilities:

Reporting to the Director of Food & Beverage and working in conjunction with the Marcus Samuelsson Group at the Hamilton Princess & Beach Club, 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
- Demonstrate Fairmont core values in all interactions
- 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
- 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
- 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
- Motivate, lead, coach and manage all aspects of team members' performance towards achieving exceptional guest service and employee engagement results
- Oversee the selection, training and development of all outlet colleagues
- Schedule and manage staff to support both our service level commitments and labour cost goals
- Conduct shift briefings and departmental meetings ensuring that colleagues are well informed and prepared to deliver outstanding service
- Develop and implement comprehensive action plan based on results from the Annual Colleague Engagement Survey
- Train employees on POS system and other systems and coordinate any other F&B training as required
- Maintain good working relationships with all hotel departments to ensure an exceptional guest experience
- Follow and ensure compliance with all corporate, hotel and departmental policies and procedures
- Participate in hotel committees
- Perform any other function related duties and projects as assigned

#### 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

### BANQUET 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
- Demonstrate Fairmont core values in all interactions
- Oversee all aspects daily banquet operations to ensure an exceptional guest experience
- Motivate, lead, coach and manage all aspects of team members' performance towards achieving exceptional guest service and employee engagement results
- Facilitate Food and Beverage training and follow-up training programs to address any additional needs as required
- Demonstrate a complete understanding of and ensure team compliance with Fairmont Food & Beverage standard operating policies & procedures
- Assist with the development of menus, wine list, specifications and standards for all restaurant operations as required
- 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
- Conduct shift briefings and departmental meetings ensuring that colleagues are well informed and prepared to deliver outstanding service
- 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 relevant departments are notified in a timely manner
- Maintain good working relationships with all hotel departments to ensure an exceptional guest experience
- Ensure all outlet employees are trained on the proper use of equipment, tools and systems
- Schedule and manage staff to support both our service level commitments and labour cost goals
- Assist in the preparation and execution of the annual Food & Beverage budget, capital plan and strategic projects
- Prepare and manage all aspects of outlet budget including revenue and cost forecasting
- Develop and maintain close and effective working relationships with all supporting departments
- Follow and ensure compliance with all corporate, hotel and depart-

- mental policies and procedures
- Participate in hotel committees
- Perform any other function related duties and projects as assigned

#### Qualifications:

- Three to five years experience in all facets of hotel Food & Beverage operations including a minimum of two years convention/banquet leadership experience in a luxury hotel environment is required
- Strong knowledge of wine and fine dining service is required
- Proven ability to effectively plan and execute events with a strong attention to detail ensuring guest satisfaction is required
- At least 1 year's international experience in a luxury hotel environment is preferred
- A degree in Hospitality Management is preferred
- Proven ability to focus attention on guest needs, remaining calm and courteous at all times
- Proven strong communication, interpersonal and organizational skills
- 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 ability to work efficiently in a demanding and fast paced environment
- Computer literacy in MS Office programmes is required
- Strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, public holidays and weekends is required

### OUTLET MANAGER

#### Summary of Responsibilities:

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

- Consistently offer professional, friendly and proactive customer service while supporting fellow colleagues
- Demonstrate Fairmont core values in all interactions
- Oversee all aspects outlet operations to ensure an exceptional guest experience
- Motivate, lead, coach and manage all aspects of team members' performance towards achieving exceptional guest service and employee engagement results
- Facilitate Food and Beverage training and follow-up training programs to address any additional needs as required
- Demonstrate a complete understanding of and ensure team compliance with Fairmont Food & Beverage standard operating policies & procedures
- Assist with the development of menus, wine list, specifications and standards for all restaurant operations as required
- 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
- Demonstrate thorough knowledge of Food and Beverage products and menus, daily features, specials and services provided by the department and the hotel
- Conduct shift briefings and departmental meetings ensuring that colleagues are well informed and prepared to deliver outstanding service
- Ensure all outlet employees are trained on the proper use of equipment, tools and systems
- Schedule and manage staff to support both our service level commitments and labour cost goals
- Prepare and manage all aspects of outlet budget including monthly sales forecasting
- Develop and maintain close and effective working relationships with all supporting departments
- 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 relevant departments are notified in a timely manner
- Maintain good working relationships with all hotel departments to ensure an exceptional guest experience
- Follow and ensure compliance with all corporate, hotel and departmental policies and procedures
- Participate in hotel committees
- Perform any other function related duties and projects as assigned

#### Qualifications:

- Three to five years experience in all facets of hotel Food & Beverage operations including a minimum of two years leadership experience in a luxury hotel environment is required
- Strong knowledge of wine and fine dining service is required
- At least 1 year's international experience in a luxury hotel environment is preferred
- A degree in Hospitality Management or Restaurant Management is 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 communication, interpersonal and organizational skills
- Proven ability to work efficiently in a demanding and fast paced environment
- Knowledge of Delphi, Micros POS System, and MS Office applications are required
- Strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, public holidays and weekends is required

### OUTLET CAPTAIN

#### Summary of Responsibilities:

Reporting to the Director of Food & 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
- Demonstrate Fairmont core values in all interactions
- Demonstrate a complete understanding of Fairmont Food & Beverage standard operating policies & procedures
- Demonstrate thorough knowledge of Food and Beverage products and menus, daily features, specials and services provided by the department and the hotel
- Make recommendations and suggestions on the food and beverage offerings and be able to answer any guest queries in a helpful and informative manner
- Demonstrate awareness of groups, events or activities happening in the hotel
- Ensure that colleagues are held accountable for maintaining timekeeping, uniform and appearance standards
- Perform all opening, side and closing duties as well as daily and

- weekly duties to Fairmont standards
- Conduct daily staff briefings at the beginning of every shift to ensure colleagues are prepared to provide exceptional levels of service
- Ensure that all work areas and stations are kept clean and tidy at all times
- Assist in overseeing the daily operations of the outlet
- Respond appropriately to guest enquiries and feedback ensuring the guest leaves satisfied
- Be aware of all cashing procedures and the handling of all payment methods and assist in ensuring colleague compliance
- Actively participate in all department meetings and training sessions
- Assist the manager in completing weekly payroll, scheduling, performance evaluations and coaching & counseling of staff
- Order supplies and submitting maintenance requests
- Understand how to operate all equipment used in the outlet and to protect all assets in the outlet and in the hotel
- Perform all managerial duties in the absence of the outlet manager
- Follow and ensure compliance with all corporate, hotel and departmental policies and procedures
- Participate in hotel committees
- Perform other duties related to outlet operations as assigned

#### Qualifications

- Hospitality degree or 2 years Food and Beverage experience in an upscale, high volume establishment is required
- Experience in a luxury hotel environment is strongly preferred
- Previous supervisory experience is preferred
- Demonstrated fluency in the English language is required
- Must be well groomed with a professional appearance
- Must possess excellent interpersonal, communication and presentation skills
- Must possess strong organizational skills and work well under pressure
- The ability to work extended hours including split shifts, evenings, weekends, and holidays is required
- Proven track record of reliability, good timekeeping skills, integrity and honesty are required
- Knowledge of Micros POS System is required; knowledge of MSWord and Excel is a distinct asset
- Strong work ethic, highly responsible, reliable and the ability to work extended hours including shifts, evenings, public holidays and weekends is required

### FOOD & BEVERAGE SERVER

#### Summary of Responsibilities:

Reporting to the Outlet Maitre'd/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
- Provide friendly, efficient food & beverage service
- Sell the menu and beverages out of our outlets in a positive professional manner
- Process guest checks in a timely and efficient manner
- To bus and reset tables as required

#### Qualifications:

- Prior food & beverage experience is advantageous
- Demonstrated fluency in the English language is required
- Good communication, organizational & leadership skills
- Micros experience is an asset
- The ability to work well under pressure in a fast paced environment
- Reliable & dependable and ability to work well in a team environment
- A friendly demeanour with excellent communication skills and a desire to provide exceptional service
- Strong work ethic, highly responsible, reliable and the ability to work split shifts, extended hours including evenings, weekends and public holidays is required

### EXECUTIVE PASTRY SOUS CHEF

#### Summary of Responsibilities:

Reporting to the Executive 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
- Demonstrate Fairmont core values in all interactions
- Motivate, lead, coach and manage all aspects of team members' performance towards achieving exceptional guest service and employee engagement results
- Create, prepare and implement innovative desserts, breads and specialty show pieces
- Ensure pastry food production consistently adheres to quality and specification standards
- Assist with menu development, content proposals, costing, recipes, production lists, and photographs of food presentations as required
- Responsible for all aspects of quality control standards from menu conception to presentation of dish and making the necessary adjustments
- Order pastry and baking supplies and manage inventories to maximize quality and minimize food cost
- Maintain a clean and safe kitchen; apply all health department guidelines, educate staff in procedures and policies, and report and follow up on equipment deficiencies
- Schedule and manage staff to support both our service level commitments and labour cost goals
- Conduct daily staff briefings and department meetings to ensure colleagues are prepared to provide exceptional levels of service
- Maintain a good working relationship with all hotel departments to ensure an exceptional guest experience
- Ensure awareness of trends / changes in the food industry, and continually develop professional knowledge and abilities
- Follow and ensure compliance with all corporate, hotel and departmental policies and procedures
- Participate in hotel committees
- Perform any other function related duties and projects as assigned

#### Qualifications:

- Documented culinary training and certification (Red Seal certificate, Journeyman's papers of international equivalent) is required
- Three to five years pastry culinary experience with at least one year in a leadership capacity, in luxury hotel environment or equivalent experience in high quality restaurant environments, such as Michelin Star rated or equivalent is required
- At least 1 year international experience is strongly preferred
- Capability to set and maintain the highest standards of food presentation and quality
- Proven interpersonal, communication (written and verbal) and organisational skills
- 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

Closing Date: July 23, 2015

