

ROSEWOOD  
TUCKER'S POINT®  
BERMUDA

Rosewood Tucker's Point is seeking dynamic individuals to join our team and deliver exceptional service to our Guests. Applications are currently being invited for following position.

**SPA DIRECTOR** - We are seeking a dynamic Spa Director who will be responsible for the daily operations of the Spa, (a Sense® Spa) Fitness Center, and Hotel pools. The successful candidate will ensure operational and financial success of the Spa, cultivate exceptional customer experiences, and develop and inspire a first class team. Key responsibilities will include but will not be limited to:

- Prepare annual budgets and operation forecasts; prepares regular and special reports; maintains necessary records and files.
- Review the daily reservation system to ensure effective distribution of services amongst therapists and stylist to maximize occupancy
- Maintain accurate Spa Occupancy reports for forecasting and scheduling purposes
- Ensure that inventories are conducted regularly and accurately for all retail products, linen and professional products.
- Generate revenue for the spa by organizing spa promotions and advertising spa services within the resort
- Ensure that the spa operation follows Sense® SOP guidelines
- Liaise with guests & members ensuring satisfaction and dealing with guest& member complaints efficiently and effectively
- Proactive in making certain the facility, services and equipment are clean and in optimal working order

*Candidate should possess the following skills and attributes:*

- Minimum of five years of experience with at least 2 years senior spa management experience with an internationally recognized luxury spa brand
- Proven experience in developing Spa modalities and resort programming.
- Strong skills in spa yield management and cost controls
- Strong computer knowledge in Windows environment as well as proficiency in property management system and Spa management systems (preferably SpaSoft)
- Must have excellent organizational, interpersonal and administrative skills

**FRONT OFFICE MANAGER** - We are seeking a dynamic hospitality professional to lead the Front Office Operations of the hotel The Front Office Manager will effectively supervise and be hands on with all the daily operations of the Front Desk, Bells and Shuttles.

*Duties of the post will include but are not limited to:*

- Setting Departmental objectives, work schedules, budgets, policies and procedures per Rosewood Hotels and Resorts standards
- Ensuring staff has up to date knowledge of hotel products, services, pricing and policies
- Maintaining good communication and working relationships with all hotel areas
- Responding to guest's special requests, needs, problems, issues and concerns and training staff in the response and resolution of guest matters
- Monitoring and controlling daily revenues and expenses; ensuring procedures are followed and proper controls are in place to minimize losses and expenses and maximize hotel profits
- Champion Property Management System as property specialist. Handle any and all training for FD agents as it relates to systems understanding and all cashiering policies for cash / credit handling of guest folios.

*Candidates must possess:*

- 3-5 years progressive front office experience with at least two years at the front office management level in a luxury hotel
- Must possess strong interpersonal skills with emphasis on professional communication and organization.
- Must be computer literate and proficient with the Microsoft Office Suite and hotel property management systems (preferably Opera)
- A degree or diploma in Hotel Management or equivalent preferred

**ASSISTANT MANAGER, FRONT OFFICE** – We are seeking the ultimate hospitality professional who will assist with the management of the Front of House operations. Under the supervision of Front Desk 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:*

- Leading the FOH service team, effectively delivering a luxury standard of excellence to our Hotel and resort guests
- Effectively manage guest relations from pre-arrival hand over from Revenue Management/ Resort Reservations, to post departure needs
- Acting as a Duty Manager in the absence of the Front Office Manager / Director of Rooms in rotation with other staff as required.
- Counseling, mentoring, training and developing service staff.

The successful candidate will have a minimum of two years hotel 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

**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: November 7th, 2016**

*“Rosewood Tucker's Point is an Equal Opportunity Employer, offers a competitive compensation package, a rewarding work environment and challenging career opportunities”*

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