

THE LOREN

AT PINK BEACH

The Loren at Pink Beach is Bermuda’s finest and most secluded resort, situated along the glorious Bermuda oceanfront. This luxury boutique hotel embraces privacy and is committed to delivering the highest level of service with the finest attention to detail that makes each guest feel right at home in paradise.

Now recruiting for high performing hospitality professionals with a passion for excellence and commitment to ensuring that the expectations of our guests are continuously exceeded, The Loren at Pink Beach is looking for individuals to fill a variety of roles in preparation for its early 2017 opening. Candidates must possess a friendly and dynamic personality with a genuine love for the hospitality industry.

All candidates must be prepared to undergo a thorough selection process including a practical assessment; professional reference checking; drug testing and criminal background checks. Candidates must bring a proven track record of providing service excellence in prior roles and meet the minimum criteria as outlined below. Successful candidates will undergo a rigorous training and orientation program as part of the on-boarding process.

FOOD & BEVERAGE

MAITRE D’HOTEL: Must have a minimum of 4 years’ continuous experience in a supervisory or managerial position in fine dining restaurants (silver service essential). Duties will include staff management and training, coordination and supervision of service and kitchen staff, including room service, banking, stock control and event planning. Must work well under pressure and have excellent knowledge of wines and beverages and be willing to be fully involved with food and beverage service

ASSISTANT MAÎTRE D’: Must have at least 4 years’ F&B experience in first class dining establishments and at least 2 years’ continuous experience in a supervisory or management capacity. Must possess a vast knowledge of wines and beverages. Some administration work involved as necessary as well as food and beverage service.

CAPTAIN: Must be a trained professional with at least 3 years’ relevant experience in a supervisory capacity in first class establishments. Duties include supervision, coordination and training of dining room staff. Must possess a vast knowledge of wines and beverages. Will also be fully involved with food and beverage service.

FOOD AND BEVERAGE SERVERS: Must have at least 3 years’ continuous experience in similar establishments. Must possess a vast knowledge of wines and beverages, a keen interest in the cuisine of the restaurant and a desire to exceed guest expectations.

EXECUTIVE CHEF: Must have at least 5 years’ experience in a supervisory head chef position in fine dining restaurants and must be able to demonstrate solid leadership skills in a busy, highly disciplined and organized kitchen. Must have a genuine interest in food, quality and service and must be able to maintain the high standards of the restaurant while remaining calm and organized under pressure. Responsibilities include kitchen management, training of kitchen staff, purchasing and inventory control and menu planning within a budget. Recognized culinary certificates preferred.

SOUS CHEFS: Must have at least 3 years’ experience in a supervisory chef position in fine dining restaurants. Must have the ability to maintain the highest standards of food preparation and presentation, and be capable of managing the kitchen in the Executive Chef’s absence. Recognized culinary certificates is an asset.

PASTRY CHEFS: Must have at least 4 years’ experience in a first class establishment and must be able to produce outstanding plated a la carte desserts, buffet desserts, chocolates, ice cream and sorbets, sugar work, wedding cakes, themed cakes and chocolate work showpieces. Must also have an excellent knowledge of French pastries, danishes, croissant and brioche. Certification from a recognized culinary school is an asset.

CHEFS DE PARTIE: Must have at least 2 years’ experience in similar quality establishments as chef/ cook/ demi-chef and demonstrate the ability to maintain the highest standards of food preparation and presentation. Culinary certificates preferred.

PORTERS/ DISHWASHERS: Must maintain the cleanliness and order of the kitchen including china, silverware, glass, pots and pans and kitchen utensils and equipment. Duties include cleaning of restrooms, bar areas, walkways and emptying of trash receptacles. Also required to assist in basic food preparation if required. Must be physically fit, hardworking, dependable, and must have a solid employment history.

BARTENDERS: Must possess at least 2 years’ of experience in a similar establishment with excellent knowledge in mixing, garnishing, creating and serving classic and innovative drinks to provide an exceptional drinking experience for guests. Must possess inventory skills and the ability to keep the bar organized, stocked and clean. Knowledge of a second language is a plus. TIP’s Training necessary.

FRONT OF HOUSE

FRONT OFFICE MANAGER: Must have at least 5 years of relevant experience in Front Office Management. The successful candidate will be responsible for the successful execution of all Front Office functions and staff including Guest Services/Front Desk and Bell Staff, including guest arrival and departure procedures. Candidates must have outstanding communication and organizational skills with a clear understanding of how guest and employee satisfaction levels have a direct impact on the financial performance of the department.

RECEPTIONISTS / CONCIERGE: Must have at least 3 years of relevant experience. Responsibilities include all aspects of receptionist and concierge functions in accordance with hotel standards. Successful candidates will be expected to possess a wide base of knowledge with the ability to inform guests of property amenities, services, and hours of operation as well as local areas of interest and activities. Applicants must have excellent interpersonal skills, the ability to multitask, to be able to perform well under pressure, and to be able to work without direct supervision.

GUEST RELATIONS/ SALES MANAGER: Must have at least 3 years of experience working specifically in Guest Relations or at least 5 years of experience at the front desk. Responsible for developing and maintaining service levels applied to all guests including handling site inspections and ensuring ongoing visitor satisfaction. Ensures all departments are aware of and prepared to meet guests needs and requirements prior to arrival that will lead to unique, memorable and personal stays. Will also have responsibility for promoting the property and group/ corporate sales.

BELLBOY / DOORMAN: Greets and escorts guests to rooms, open doors and assist guests entering and leaving property, transports guest luggage to and from guest rooms and/or designated bell area, assists guests in and out of vehicles, including assisting guests with loading/unloading luggage, arranges transportation (e.g., taxi cab, shuttle bus) for guests, and records advance transportation

SIMPLY EXCEPTIONAL OPENING SPRING 2017

requests as needed. Must be able to drive hotel shuttle to pick up guests. Car drivers license is a necessity. Relevant work experience is advantageous.

RESERVATION AGENTS: Must have at least 1 year of experience in the guest service industry, a creative problem solver and highly detail oriented. Candidate must be self-motivated, extremely organized and able to prioritize in a busy environment. Excellent computer skills are required. Knowledge in MS-Office programs is needed.

NIGHT AUDITORS (FT & PT): Will be responsible for completing the daily audit processes according to standard operating policies and procedures. Responsibilities include completing and transmitting daily reports including total revenue, cash, credit, receivables and room statistics; balancing the daily revenues from all departments; researching and fixing any discrepancies; ensuring all credit card transactions balance and are transmitted daily; performing the close out procedures for the day; inputting all revenue and distributing closing reports to appropriate departments. In the absence of Front Desk staff, the Night Auditor also covers the Front Desk, ensuring that guests receive hospitable and responsive service at check-in/ out and also assists with any guest emergencies that may arise.

Applicants must have no less than three years’ hotel accounting experience and be able to demonstrate their experience and knowledge of front office procedures and hotel accounting systems. A minimum of one years’ experience in a supervisory capacity is preferred.

ADMINISTRATION

ACCOUNTANT: Must have at least 3 years of work experience as an Accountant. Performs accounting functions specifically in the areas of account balancing, ledger reconciliation, reporting and discrepancy resolution and managing payroll activities. Also supports the day-to-day execution of general ledger impacted processes, including support to clients as they work with and understand these processes.

ROOM ATTENDANTS FULL-TIME: Must ensure that rooms are comfortable, inviting and clean. Responsibilities include cleaning all assigned guest rooms including: dusting, making beds, soiled linen removal and retrieval of clean linen, vacuuming, bathroom cleaning, inside window cleaning, replenishing supplies according to departmental policies and procedures and service standards.

NIGHT TURN DOWN ATTENDANTS: Must ensure that guest rooms are comfortable, inviting and clean. Responsibilities include cleaning all assigned guest rooms including: dusting, making beds, soiled linen removal, and retrieval of clean linen vacuuming, bathroom cleaning, inside window cleaning, replenishing rooms with supplies according to departmental policies, procedures and service standards.

HOUSEKEEPING SUPERVISORS: Day & Night Positions (Full & Part Time). Responsibility for overseeing housekeeping staff, cleaners and laundry staff. Ensures standards of cleanliness, hygiene and tidiness are maintained throughout the hotel and manages the housekeeping and laundry departments efficiently, maintaining quality standards and controlling costs.

PUBLIC AREA ATTENDANTS: Keeps all lobbies and public facilities in a neat and clean condition. Public area attendant promotes a positive image of the property to guests and must be pleasant, honest, friendly and should also able to address guest requests and issues.

DAY & NIGHT HOUSE-PERSONS: Responsibilities include cleaning and maintaining guest rooms, bathrooms, work areas, furnishings and carpets, including changing bed linens, emptying trash, vacuuming carpets, dusting furniture, replenishing guest supplies and cleaning common areas. Secondary duties may include assisting bellmen.

LAUNDRY ATTENDANTS: Responsible for operating washing machines and tumble dryers to clean and dry facility linens as well as guest personal items in accordance with cleaning specifications. Sorts dry articles, folds and places items in appropriate storage shelves and manages linen inventory. Knowledge of fabric care an asset.

MAINTENANCE SUPERVISOR & WORKERS: Responsible for organizing maintenance schedule and requests for supplies and parts as required. Must exhibit mastery of a minimum of three of the trade skills like electronic systems and controls, mechanical, kitchen equipment, refrigeration and general building management. Ensures safety of company assets and replacement or repairs of hotel mechanical equipment. Responsible for building maintenance activities including maintenance of ice machines, fitness rooms, swimming pools, emergency generators, switch rooms, exhaust type units, driveways, sidewalks and parking lots and ensures that each activity is reported to the appropriate manager.

- This is an exciting time to become part of a high quality a diverse team committed to delivering a luxury experience. Interested persons must demonstrate their commitment to excellence, be willing to work hard and consistently adhere to all standards and processes. Exceeding expectations and delighting guests is the foremost goal for all staff throughout the property.

All positions involve shift work including weekends, evenings, and public holidays. All positions require candidates to be in good physical condition with the ability to stand for extended periods of time, walk distances and in some roles, lift heavy items. Please apply no later than **November 12th 2016**. You may send a resume (preferred with photo) with two references to: **Performance Solutions Limited** at hr@psolutions.bm or call 232-5270. ***In partnership with the Department of Workforce Development we will also be holding an open house on November 10th from 10:00 am – 7:00 pm at 23 Parliament Street (the old Magistrates Court), Hamilton. Please call 297-7714 to secure a time to attend.***