



HAMILTON PRINCESS & BEACH CLUB
A FAIRMONT MANAGED HOTEL

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For over 125 years, Hamilton Princess has played a major role in Bermuda's hospitality industry. Now in the midst of a \$90 million 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 the following positions. Applicants must be aware that irregular hours, including split shifts, and public holiday work may be required.

At Hamilton Princess & Beach Club, our approach to Human Resources begins with selecting the best candidates to join our global team of service professionals committed to turning moments into memories for our guests. Individuals will be expected to consistently offer exceptional, engaging and proactive guest service demonstrating Fairmont core values in all interactions.

If you have the ability to demonstrate your commitment to high levels of service excellence and enjoy working in a demanding, fast-paced, multiculturally diverse environment...then we have exciting career opportunities for you!

Applicants should be aware that the hospitality business operates seven days a week, 24 hours a day. The ability to work split shifts, extended hours, including evenings, weekends and public holidays is required. Candidates should refer to the full job description for each position as listed on our application portal, Fairmontcareers.com.

EXECUTIVE

DIRECTOR OF OPERATIONS

Summary of Responsibilities:

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

- Consistently offer professional, engaging and proactive guest service while supporting fellow Colleagues
- Demonstrate Fairmont core values in all interactions
- Support the General Manager in the overall management and strategic direction of the hotel, assuming the responsibilities of the General Manager in their absence
- Lead and support all departments in the achievement of their financial and operational targets through establishment of a positive culture, clear expectations and policy & procedural implementation
- Ensure the implementation of standards in guest service and constantly seek out ways to improve product and service as well as increase volumes and profits
- Assist in the preparation, presentation and subsequent achievement of the hotel's annual Operating budget, Marketing & Sales Plan and Capital Budget
- Ensure full compliance to Hotel operating controls
- Follow and ensure compliance with all corporate, hotel, departmental and safety policies and procedures
- Actively involved in the recruitment process of leadership positions within the operating departments
- Motivate, lead, coach, and manage all aspects of team members' performance
- Perform as a senior member of the Revenue Management Team
- Perform other job related duties and projects as assigned

Qualifications:

- At least 5- 10 years experience as an Executive Committee member of an international luxury hotel brand is required
- A background both in a senior Food & Beverage role and a senior Rooms Department is required
- Demonstrated experience with direct supervision of luxury hotel operations is required
- A wide Global based experience is essential. International experience within luxury hotel brand a requisite for this post
- A Graduate degree in business or hospitality management or a related discipline is required and candidates demonstrating continued Professional Development are preferred
- Demonstrated understanding of Market Metric performance parameters and the ability to read and understand the Revenue Management Technology reporting is required
- Demonstrated knowledge of FRHI core programmes, systems and platforms
- Demonstrated knowledge of budget planning and financial modelling is required
- Experience leading multi-jurisdictional teams to coordinate high profile world class events and the ability to consistently meet the needs of VVIP's is strongly preferred
- Demonstrated ability to effectively interact with ownership and their representatives, corporate management, financial lenders, investors, guests and colleagues at all levels is required
- Demonstrated leadership and coaching skills with the ability to develop highly motivated teams
- Demonstrated strong problem solving skills and the ability to work well under pressure in a fast paced environment is a requisite for this post

If you are interested in meeting the exciting challenges described above, please apply via our career portal at <http://www.fairmontcareers.com>

Closing date: December 16, 2016



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