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For over 125 years, Hamilton Princess & Beach Club has played a major role in Bermuda’s hospitality industry. Now fully renovated, 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.

- Previous laundry or housekeeping experience in a Hotel environment or in a large commercial laundry environment is strongly preferred
- Experience in a luxury hotel environment is an asset
- Must possess a strong work ethic and be able to work efficiently in a demanding, fast-paced environment
- Must be physically fit and have the ability to stand, lift, push and pull for long periods during shift

ENGINEERING

BUILDING OPERATOR

Reporting to the Director of Facilities Operations, responsibilities and essential job functions include, but are not limited to, the following:

- Ensure all physical operations including refrigeration, HVAC, plumbing, water treatment, and electrical systems are clean and maintained
- Plan, implement and monitor an effective Preventative Maintenance Programme
- Develop and manage an effective inventory control process
- Implement, monitor and maintain a cost effective energy management programme and monitor the Hotel's Energy Management system (EMS)
- Establish and maintain quantitative standards of performance and utilize performance management principles to maximize employee productivity
- Ensure prompt response to maintenance requests from our guests, colleagues and management of the Hotel

Qualifications:

- At least 4 years’ previous experience in a similar position within a luxury hotel is required
- A 4th Class Power Engineering is required
- A Degree/diploma in Engineering or trade certification on Building Management is an asset
- Ability to read, understand and interpret Engineering and Building Blueprints
- Demonstrated knowledge of all regulations such as building codes, fire and health department requirements
- Proven leadership, team development and management skills
- Proven record of sound technical judgment and effective management of complex projects

FINANCE

FOOD & BEVERAGE CONTROLLER

Reporting to the Director of Finance with a functional reporting relationship to the Director of Food and Beverage, responsibilities and essential job functions include, but are not limited to the following:

- Monitor and control all procedures that affect the receipt, distribution, sale and general controls of food and beverage product to ensure that all associated functions are executed according to Fairmont’s policies and procedures
- Coordinate, attend and monitor all food and beverage inventory counts to ensure accuracy
- Manage the database for Food and Beverage inventory stock, including up-to-date pricing
- Manage the cost allocation transfer system for Food and Beverage supplies
- Cost all food and beverage items and, where practical, input these costs into the point of sale system and generate monthly potential food and beverage reports
- Price all Food and Beverage storeroom requisitions and prepare monthly calculations for Food and Beverage costs and storeroom variances
- Prepare menu costing to establish competitive menu prices
- Constantly monitor all Food and Beverage controls to ensure compliance with Fairmont’s policies and procedures

Qualifications:

- A minimum of 2 years’ Food and Beverage Control experience, preferably in a luxury hotel environment
- An undergraduate degree in Accounting, Business or Hospitality Management or a related field is strongly preferred
- Proven knowledge of standard Food and Beverage control policies and procedures
- Proven ability to perform role in a fiscally prudent and organized manner
- Proven effective analytical and problem solving skills
- Must be highly computer literate in MS Word and Excel; experience with Birchstreet is preferred

FOOD & BEVERAGE

ASSISTANT CHIEF STEWARD

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

- Motivate, lead, coach and manage all aspects of team members’ performance towards achieving exceptional guest service and employee engagement results
- Support the Culinary and Service Teams in providing a high level of guest service by staging banquet and a la carte kitchen and service ware to specifications
- Manage department inventory including maintaining strict control on equipment and supplies, ordering and seeking opportunities to increase revenue and minimize expenses
- Demonstrate a complete understanding of and ensure team compliance with all Health & Safety, hygiene and sanitation, proper garbage disposal and other function specific regulations
- Ensure that all equipment in the kitchen areas are clean and in good working order and promptly report any deficiencies and follow up as required
- 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
- Assisting in the preparation, successful implementation and execution of the annual Stewarding budget, capital plan, and strategic projects

Qualifications:

- Two years’ supervisory experience in a Stewarding department in a luxury hotel environment is required
- In-depth knowledge of correct chemical handling procedures is required; current ServSafe and HACCP certifications are strongly preferred
- Knowledge of local health and safety regulations is required
- Proven strong supervisory/leadership skills and the ability to train Colleagues ensuring compliance with Fairmont Standards and international Hygiene & Safety Regulations meet high levels of service excellence is required
- Demonstrated inventory control experience is strongly preferred
- The ability to demonstrate an understanding of mechanical concepts and systems used in the Stewarding profession is required
- Proven interpersonal, communication (written and verbal) and organisational skills
- Proven ability to work cohesively as part of a team in a multicultural, diverse, demanding and fast paced environment
- Proven ability to focus attention on guests needs, remaining calm and courteous at all times

- Strong working knowledge of MS Office programmes and general computing literacy is required

STEWARDED SUPERVISOR

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

- Support the Culinary and Service Teams in provide a high level of guest service by staging banquet and a la carte kitchen and service ware to specifications
- Demonstrate a complete understanding of and assist with ensuring team compliance with all Health & Safety, hygiene and sanitation, proper garbage disposal and other function specific regulations
- Ensure that all equipment in the kitchen areas are clean and in good working order and promptly report any deficiencies and follow up as required
- Assist with training all outlet employees on the proper use of equipment, tools and systems
- Delegate assignments to colleagues as required
- Complete daily payroll information as required
- Conduct shift briefings and departmental meetings as required to ensure that colleagues are well informed and prepared to deliver outstanding service
- Assist with managing department inventory as required

Qualifications:

- High school diploma or equivalent is strongly preferred
- At least 1 years’ experience in a Stewarding Department or similar environment in a luxury hotel or fast-paced restaurant environment is required
- Previous supervisory experience is an asset
- Demonstrated knowledge of safety requirements, procedures and equipment
- The ability to demonstrate an understanding of mechanical concepts and systems used in the Stewarding profession is an asset
- Must possess a strong work ethic and be able to work efficiently in a demanding environment
- Must be physically fit and have the ability to stand, lift, push and pull for long periods during shift
- Strong organizational and communication (written and verbal) skills

STEWARD (NIGHT CLEANER) (FULL-TIME)

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

- Ensure hand wash sinks are stocked with the necessary supplies as per correct hygiene policies and procedures
- Clean, wash and polish all heavy equipment in any F&B outlet (dishes, glasses and silver), including stationary equipment such as fryers, ovens, stoves etc, adhering to international hygiene and sanitation standards
- Ensure all back of the house machineries are clean and sanitized on a regular basis
- Ensure all back of the house areas are clean and organized at all times. Return unused equipment to its intended location or store
- Clean stoves, grills, ovens, walls, hoods, floor drains, grease traps and other kitchen equipment
- Sweep, clean and mop entire kitchen areas
- Empty grease barrels and trays
- Sort and remove trash, placing it in designated pickup/receptacle areas and clean garbage cans

Qualifications:

- High school diploma or equivalent is strongly preferred
- Previous experience in a similar role preferred
- Must possess a strong work ethic and be able to work efficiently in a demanding, fast-paced environment
- Must be physically fit and have the ability to stand, lift, push and pull for long periods during shift

OUTLET MANAGER

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

- 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
- 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
- Ensure all outlet employees are trained on the proper use of equipment, tools and systems
- Schedule and manage staff to support 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 as required
- Prepare and manage all aspects of outlet budget including revenue and cost forecasting
- Resolve guest concerns in a prompt and efficient manner, follow correct documentation procedures and ensure relevant departments are notified in a timely manner

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 years’ 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 in a demanding and fast-paced environment is required
- 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
- Strong communication and organizational skills are required
- Excellent organizational skills with ability to prioritize and multi-task is required
- Knowledge of Delphi, Micros POS Systems and MS Office applications are required

ASSISANT MANAGER

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

- Motivate, lead, coach and manage all aspects of team members’ performance towards achieving exceptional guest service and employee engagement results
- Assist in the development and implementation of innovative promotional and sales events by constantly seeking out creative ways to improve service and increase business volume
- Assist with the development of menus, wine lists, specifications and standards for all beverage



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