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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.

- Work closely with other Hotel departments to plan special activities / personalized recognition for guests

Qualifications:

- At least 2 years’ experience in a similar capacity or in a demanding guest facing role is required; experience in a luxury hotel environment is strongly preferred
- Successful completion of the Bermuda Certified Tourism Ambassador (CTA) program is highly advantageous
- Broad knowledge of Bermuda’s culture, history and tourism offerings is required
- Demonstrate superior interpersonal skills and the ability to engage demanding clientele is required
- Demonstrated ability to discern appropriate resolutions to ensure guest satisfaction is required
- Work well under pressure in a fast-paced environment with the proven ability to focus attention on guest needs, remaining calm and courteous at all times
- Proven ability to work cohesively as part of a team in a multi-culturally diverse environment

**BUS DRIVER (FULL-TIME SEASONAL/ PART-TIME SEASONAL)**

To ensure the protection of employees, guests and company property, Hamilton Princess & Beach Club will conduct both pre-employment and random drug & alcohol testing for this role as a condition of employment.

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

- Ensure an exceptional guest experience by providing professional, engaging and proactive service while safely transporting guests to and from the Hotel and the beach club
- Ensure bus interior is clean and prepared to receive guests
- Assist guests embarking and disembarking the bus as may be required
- Demonstrate awareness of groups, events and activities happening in the hotel

Qualifications:

- A valid Community Service license and clean driving record is required
- Ability to drive standard transmission vehicles is required
- At least 1 years’ experience as a public bus operator or in a similar position is required
- Current CPR and First Aid certification is an asset
- Demonstrated excellent communication and engaging customer service skills is required
- Experience with guided tours in Bermuda is a distinct advantage
- Blue Flag or CTA designation is a distinct advantage
- Clean drug & alcohol test results are required as a condition of employment

**BELL PERSON (FULL-TIME SEASONAL)**

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

- Provide exceptional guest service by greeting and interacting with guests in a genuine, engaging and helpful manger to ensure exceptional guest experience
- Maintain high standards of personal appearance and grooming, which include wearing the proper uniform and nametag while working.
- Demonstrate awareness of groups, events and activities happening in the hotel and direct guests to functions within hotel as required
- Escort guests to their room and upon arrival conduct an overview of the room to ensure that guests are familiar with their surroundings
- Ensure the timely and efficient transfer of luggage to and from the guest’s room
- Expedite guest room changes as required
- Deliver messages and other items to guest rooms and within the Hotel
- Maintain a presence in the lobby, offer assistance to guests as required

Qualifications:

- Previous experience in a role requiring a high level of guest service and interaction is required
- Energetic with excellent interpersonal and communication skills
- Must be in good physical condition as frequent and repetitive lifting is required
- An impeccable appearance with superior attention to detail
- Strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, public holidays and weekends is required

**HOUSEKEEPING**

**FLOOR SUPERVISOR (FULL-TIME/ FULL-TIME SEASONAL/ PART-TIME)**

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

- Supervise and coach team members’ performance toward achieving exceptional guest service
- Audit work of Room Attendants and House Persons in assigned areas to remain consistent with Fairmont standards
- Ensure cleanliness of guest corridors, rooms, and other specific areas of the hotel as assigned
- Proactively identify potential day-to-day operational concerns, determine appropriate solutions and follow-up to ensure high service levels are maintained

Qualifications:

- High school diploma required; Hospitality degree is an asset
- At least 2 years’ housekeeping experience in a luxury hotel environment required
- At least 1 year supervisory experience is preferred; basic training skills are required
- Excellent communication and organizational skills
- Ability to work well under pressure
- Experience with Property Manager and Microsoft office suite of programmes an asset

**ROOM ATTENDANT (FULL-TIME SEASONAL/ PART-TIME NIGHT/ PART-TIME LATE CHECKOUT/ ON-CALL LATE CHECKOUT)**

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

- Ensure guest rooms are cleaned to exacting Fairmont standards
- Report any maintenance defects in guestrooms and surrounding areas to Royal Service
- Report ‘out of service’ rooms to Floor Supervisor or housekeeping office

Qualifications:

- Previous housekeeping experience in a luxury hotel environment is an asset
- Excellent communication and organizational skills
- 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

**HEAD HOUSE PERSON (FULL-TIME)**

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

- Supervise and coach team members’ performance toward achieving exceptional guest service

- Ensure that dirty linen, garbage and recyclables collected from guest rooms are removed in a timely manner and processed accordingly
- Ensure cleanliness of guest corridors, rooms, balconies and other specific areas of the hotel as assigned
- Ensure that all inventory in the Housekeeping closets is maintained at required levels
- Ensure timely response to guests’ special requests for miscellaneous items (ie: cribs, cots, extra towels etc.)
- Report any defects in guestrooms and surrounding areas to Royal Service and Housekeeping leadership in a timely manner

Qualifications:

- High school diploma required; a Hospitality degree is an asset
- At least 2 years’ housekeeping experience in a luxury hotel environment is required
- At least 1 year supervisory experience is preferred
- Excellent communication and organizational skills
- 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
- First Aid/CPR is an asset

**HOUSE PERSON (FULL-TIME/ FULL-TIME SEASONAL/ PART-TIME NIGHT)**

Reporting to the Head House Person and Floor Supervisors, responsibilities and essential job functions include, but are not limited to, the following:

- Clean guest corridors, rooms, balconies and other specific areas of the hotel as assigned
- Assist Room Attendants with vacuuming, deep cleaning guest rooms, and other duties as required
- Remove dirty linen, garbage and recyclables from guest rooms in a timely manner and process accordingly
- Respond in a timely manner to guests’ special requests for miscellaneous items (ie: cribs, cots, extra towels etc.)
- Maintain required inventory levels in Housekeeping closets; including collection and distribution of clean linen, restocking paper supplies and amenities as required
- Ensure housekeeping equipment is cleaned and maintained
- Report any defects in guestrooms and surrounding areas to Royal Service and Housekeeping leadership in a timely manner

Qualifications:

- Previous housekeeping 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

**ROBES PERSON (FULL-TIME)**

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

- Ensure the correct placement of robes in each arrival and departure room
- Ensure coffee makers are clean, in working order and there is an ample supply of items for guest usage
- Clean coffee mugs and carafes and ensure an adequate stock is placed in floor closets
- Ensure there is adequate new stock of robes in storage
- Complete current status of robes and reports at the end of the day
- Collect product for the Fairmont Fit program and deliver to guest rooms; deliver bottled water to guest rooms
- Assist Head House Person with delivery of Housekeeping supplies to various areas of the Hotel

Qualifications:

- Previous laundry or housekeeping 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
- Excellent communication and organizational skills

**LAUNDRY WASHMAN/SORTER**

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

- Pre-sort and separate linen by classification and transport to work stations
- Empty laundry chute, load laundry into bins and prepare loads for the washer by weight
- Inspect and separate laundry that requires mending, stain removal or discarding. Treat stained linen
- Clean empty trolleys
- Operate washers and dryers
- Maintain accurate records of items laundered
- Transport linen to linen room
- Collect new linen and place in designated area
- Ensure that the entire work area remains clean and neatly organized

Qualifications:

- High School diploma or equivalent is preferred
- 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

**LAUNDRY ATTENDANT/MANGLE OPERATOR**

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

- Coordinate and ensure adequate supplies of linen and terry items for hotel usage
- Operate equipment to iron and fold items, towels, sheets, pillow slips, table linen
- Inspect cleanliness of articles removed from the washer and dryer, place in clean linen carts
- Identify stained or damaged items and determine status for repair, spot treatment, rewash, or discard. Treat linen as needed
- Fold cleaned articles into designated size, either by hand or by using the folding machine
- Maintain accurate records of items laundered

Qualifications:

- High School diploma or equivalent is preferred