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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 position. Applicants must be aware that irregular hours, including split shifts, and public holiday work may be required.

ROOM ATTENDANT

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. As a member of our Housekeeping team you will have the opportunity to create lasting memories for every Guest, ensuring Guest rooms are comfortable, inviting and cleaned to Fairmont Standard.

Summary of Responsibilities:

Reporting to the Floor Supervisor, 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
- Providing warm, sincere and engaging service that ensures Guests feel valued
- 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
- Treat each and every Guest as a unique individual
- Anticipate Guests' needs with thoughtful and personal touches
- Resolve Guest problems and never saying "no" without offering an alternative
- Be an ambassador for the Brand, Hotel, Community and Colleagues
- Be guided by Fairmont core values; respect, integrity, teamwork and empowerment
- Clean and stock linen closet at the end of your shift
- Turn in all lost and found items to Security following standard procedure
- Provide night service (refresh rooms in the evening when required)
- Perform other duties assigned by the Supervisor, Executive housekeeper and Housekeeping Managers

Desired Qualifications & Experience:

- 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
- Ability to work well under pressure
- Knowledge of all hotel facilities and surrounding area is an asset

Closing date for applications: Friday August 25 2017



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