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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.

BELL PERSON

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 Fairmont Office team your passion and engaging interpersonal skills will ensure exceptional guest service standards.

Summary of Responsibilities:

Reporting to the Bell Captain, 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.
- Provide exceptional guest service by greeting and interacting with guests in a genuine, engaging and helpful manner 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.
- Follow department policies, procedures and service standards, including all safety policies.
- Participate in hotel committees.
- Performs other job related duties and projects as assigned.

Qualifications & Experience:

- 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, repetitive lifting, pulling luggage and standing for long periods of time during shift is required.
- An impeccable appearance with superior attention to detail.
- Proven ability to work in a demanding fast paced environment.
- Proven ability to work cohesively as part of a team in a multi cultural, diverse environment.
- Proven ability to focus attention on guests needs, remaining calm and courteous at all times.
- Strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, public holidays and weekends is required.

Closing date for applications: December 16th, 2017