

# ROSEWOOD

## BERMUDA

As Bermuda's only Forbes 4-star resort, Rosewood Bermuda is providing its guests a premier luxury experience with Bermudian flair. If you are a refined and personable individual who delights in engaging with guests, we welcome the opportunity to consider your application.

**RESORT ACTIVITIES MANAGER** – We are seeking a dynamic hospitality professional to develop, schedule, coordinate, and direct comprehensive activity programming for Guests and Members, encompassing the entire Resort at Rosewood Bermuda. The Manager must ensure that all activities and events reflect Rosewood's brand standards and Rosewood's Sense of Place philosophy. Duties will include but are not limited to:

- Manages the Concierge team ensuring that carefully curated itineraries are provided for arriving and in-house guests
- Creates, implements, and directs seasonally appropriate activities, special events, and programs using themed concepts for Guests and Members.
- Develops and implements innovative and entertaining "Rainy Day Activities"
- Maintains activity schedules in accordance with occupancy, house count and demand of the Hotel, and within budgetary perimeters.
- Acts as a Duty Manager for Front Office in rotation with Front Office managers as required.
- Counseling, mentoring, training and developing service staff.

The successful candidate will have a minimum of three years hotel front office supervisory/management experience. Proficiency in a Property Management system and Microsoft office suite is required. The individual must have a passion for providing excellent customer service, have superior problem-solving skills and possess excellent written and verbal communication skills. This position requires the flexibility to work shifts that will include evenings, weekends, and public holidays.

**HOUSEKEEPING MANAGER** - We are seeking a Housekeeping Manager who will be responsible for the performance of Housekeeping and Laundry Associates, general hotel cleanliness and who will take appropriate action to correct deficiencies, conditions, behavior and work practices. Duties will include but are not limited to

- Supervises and directs Housekeeping & Laundry staff in their daily operations.
- Inspects guest rooms, public areas and employee areas and assess compliance with all established standards as they relate to the cleanliness, maintenance and safety
- Trains staff on service standards, procedure standards and any other training as decided by the Executive Housekeeper
- Manages administrative functions as directed by the Executive Housekeeper

Minimum requirements:

- Three years hospitality experience with at least one years previous experience at the management level in the Housekeeping Department
- A demonstrated record of effective leadership and execution of quality standards.
- Excellent verbal and written communication skills.
- Must be physically fit and able to adapt a hands on approach to the work.
- Computer literacy with proficiency in Microsoft Word & Excel and a hotel PMS (experience with Fidelio Opera will be an asset)
- Flexibility to work weekend, evenings and public holidays as required

**HOUSEKEEPING SUPERVISOR** - We are seeking a Housekeeping Supervisor who will join the Housekeeping supervisory team. The post will assist in ensuring that the guest rooms and public areas are maintained to the highest standard. The incumbent will be responsible for staff training and will uphold and ensure compliance with all company and departmental policies and procedures. Preference will be given to applicants with previous housekeeping experience however applicants with at least two years supervisory experience with a proven track record in training and motivating staff will be considered. Applicants should be physically fit and willing to work a schedule that will include evenings, weekends, and public holidays.

**SPA THERAPIST** - We are seeking qualified therapists to join our team of talented therapists in our Sense \* Spa. Responsibilities of the Spa Therapist will include but are not limited to:

- Performing body treatments including wraps using heat, and massage therapy using modalities of shiatsu, reflexology, Reiki, Thai massage and warm stone massage.
- Performing facials including exfoliation and extraction.
- Performing manicures and pedicures.

Applicants should have certification from an accredited school of beauty therapy to include aesthetics and massage and two years proven experience as a therapist in a luxury Spa environment. Certification in CPR/First Aid is a definite asset. Therapists are expected to have superior communications and customer service skills and should be willing to be work a flexible schedule that will include weekends and public holidays.

**SKILLED TRADESPERSON** – We seek an experienced tradesperson to join our Facilities maintenance team as a Skilled Tradesperson. Duties include but are not limited to: carpentry and drywall repairs, small carpentry projects, storm preparation and cleanup, observations operation and meter readings, responding to guest room service calls, and other general maintenance as required. Applicants for the above position must be self-starting team players with a can-do attitude who have experience working in a dynamic fast-paced environment and understand that guests must receive the highest level of service and attention. The successful candidate will have at least three years experience and will be able to work a schedule that will include day and night shifts and that will include weekends and public holidays. Preference will be given to candidates with trade certifications.

**Interested persons should complete an application online at our website [www.rosewoodhotels.com](http://www.rosewoodhotels.com) under the careers section.**

**Closing Date for applications is: March 15, 2018**

***"Rosewood Bermuda is an Equal Opportunity Employer, offers a competitive compensation package, a rewarding work environment and challenging career opportunities"***

60 Tucker's Point Drive, Hamilton Parish, Bermuda, HS 02. telephone +1 441.298.6974