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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.

## FAIRMONT GOLD SUPERVISOR

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 Gold team your commitment to provide an exceptional level of service to demanding clientele will empower your team to turn moments into memories for our Fairmont Gold guests.

### Summary of Responsibilities:

Reporting to the Fairmont Gold Manager, 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
- Demonstrate Fairmont core values in all interactions
- Supervise and coach team members' performance toward achieving exceptional guest service
- Provide exceptional concierge services to Fairmont Gold guests including liaising with relevant departments to ensure an exceptional guest experience
- Develop and maintain strong guest relationships to ensure Fairmont Gold loyalty
- Manage guest profile information and facilitate all necessary actions to enable personalized service
- Inspect Fairmont Gold Rooms to ensure the highest standards are met
- Communicate all guest feedback to appropriate departments and ensure correct documentation procedures are implemented
- Employ a professional and attentive manner and establish positive relationships with guests using your engaging and outgoing interpersonal skills
- Resolve guest concerns in a prompt and efficient manner, follow correct documentation procedures and ensure managers and relevant departments are notified in a timely manner

### Desired Qualifications & Experience:

- An undergraduate degree in Hospitality Management is strongly preferred
- At least 2 years experience in a Concierge/ Guest Services/ Front Desk operations role in a luxury hotel environment is required
- At least 1 year Supervisory experience in Fairmont Gold or Executive Club in a luxury hotel environment is strongly preferred
- Demonstrated ability to discern appropriate resolutions to ensure guest satisfaction is required
- Knowledge of MS Office Suite is required; experience with Hotel or Front Office systems is preferred
- Proven ability to focus attention on guest needs, remaining calm and courteous at all times
- Demonstrated commitment to high levels of service excellence is required
- Proven ability to work cohesively as part of a team in a multicultural, diverse environment
- Proven ability to work efficiently in a demanding fast paced environment
- Strong work ethic, highly responsible, and reliable.
- Must be able to work shifts, extended hours including evenings, weekends and public holidays

**Closing date for applications: Tuesday May 22nd 2018**



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