

The Hamilton Princess & Beach Club is a symbol of luxury and service.
The Hotel embraces the future as the premier luxury travel destination in Bermuda.



HAMILTON PRINCESS

BERMUDA

HOTEL • BEACH CLUB • MARINA

BERMUDA'S LUXURY URBAN RESORT

**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.**

FAIRMONT GOLD SUPERVISOR

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
- 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

Qualifications:

- 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.

Closing date for applications: Monday July 23rd 2018

Apply online at
www.fairmontcareers.com

THEHAMILTONPRINCESS.COM
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