

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.**

Assistant Front Office Manager

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

Summary of Responsibilities:

- Assisting the Director of Front Office Operations in administering front office functions and supervising staff on a daily basis. Front Office areas include Bell/Door Staff, Royal Service/Switchboard and Guest Services/Front Desk.
- Directing and working with managers and employees to carry out procedures, ensuring an efficient check in and check out process.
- Ensuring guest and employee satisfaction and maximizing the financial performance of the department.

Desired Qualifications & Experience:

- A Hospitality Diploma an asset.
- A minimum of three (3) years front desk experience, two (2) of which must be in a supervisory/managerial capacity.
- Proven superior supervisory and training skills are essential.
- Must be available to work evenings, weekends and holidays.
- Must be computer literate, possessing a strong and proven knowledge of Property Management Systems (PMS – Opera V4 or above), Word and Excel.
- Effective interpersonal, verbal and written communication skills including proven keyboard skills.
- Proven track record of delivering top quartile guest satisfaction, financial results, colleague engagement and brand adherence
- The ability to demonstrate an understanding of mechanical concepts and systems used in industrial laundry facilities is required
- Proven ability to focus attention on guest needs, remaining calm and courteous at all times in a demanding and fast paced environment
- Proven ability to work cohesively as part of a team in a multi cultural, diverse environment
- Proven strong organizational and analytical skills
- Proven ability to build and maintain positive working relations with all co-workers in a multi-cultural and multi-national environment.
- Must demonstrate tact, diplomacy and the ability to handle confidential information with discretion.
- Demonstrated team player with proven organizational skills.
- Self-motivated and able to work with minimal supervision in an active, dynamic, fast-paced environment, and can effectively complete multiple tasks within tight time frames and be able to adjust to changing priorities.

Apply online at
www.fairmontcareers.com

Closing date for applications: Tuesday, August 21, 2018