

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.**

### SENIOR NIGHT AUDITOR

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, engaging interpersonal skills and leadership will ensure exceptional guest service standards.

#### Summary of Responsibilities:

Reporting to the Night Manager, the Senior Night Auditor is responsible for assisting the Night Manager with nightly task, and in their absence ensures we provide the highest level of guest service and ensuring that standards are maintained during the overnight period. 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
- Motivate, lead, coach and manage all aspects of team members' performance toward achieving exceptional guest service and employee engagement results
- Provide passionate direction towards achieving our vision
- Responsible for the overall operation of the night audit and management of the Hotel in the absence of the Night Manager
- Assist with Front Desk duties, including check-in and check-out of guests
- Support and assist Night Manager with day to day operations
- Perform duties in absence of Night Manager & Night Auditor
- Supervise the work of the Night Bellmen and Night Auditor and assist with their training
- Identify any training needs of Reception/Front Office staff and communicating these to the Night Manager
- In the absence of the Night Manager, oversee all contracted staff working overnight in the hotel, recording any issues that may arise for handover to relevant department head in the morning
- Uphold staff appearance and grooming to exacting Fairmont standards
- Ensure all Front Office policies and procedures are adhered
- Ensure the entire Front Office and the surrounding areas, including Lobby, Concierge and Reception/Front Desk is continuously clean and tidy
- Ensure the nightly end of day reporting is complete, ensuring accuracy in balancing accounts
- Ensure that all of the Food & Beverage outlets have handed over the relevant paper work to allow the days business to be completed
- Deal with any guest request in a polite and efficient manner, delegating work where necessary to other night staff (Night bellmen, Engineering, Security, etc), and then following up to ensure that the guest has been satisfied
- Process, check and distribute the necessary management reports and documents required for the following day
- Log all guest comments in Royal Service and where appropriate in the Duty Managers logbook and prepare a summary of all comments from the previous 24 hours which can be used at the morning meeting
- Complete all the necessary preparations for the beginning of the early shift on reception
- In the absence of the Night Manager, monitor and inspect overnight cleaning team, ensuring the highest level of cleanliness and work efficiencies at all times
- Seek feedback on guest satisfaction and resolves problems in accordance with our promise and philosophy of colleague empowerment
- Provide guidance and motivation to the night team and ensure daily communication with the Front Office Team leaders
- Develop, implement and/or maintain new incentives to motivate colleagues and maximize hotel revenue
- Adhere and promote the Company's health and safety policies to ensure a safe work environment and that all team members are knowledgeable about all safety and emergency procedures
- In the absence of the Night Manager, take on role of Team leader if crisis situation arises; ensure the daily audit is balanced and any discrepancies are brought to the Controller's immediate attention; complete all other duties as assigned by the Director of Front Office and Financial Controller that relate to the overall operation of the Hotel overnight
- Conduct a handover at the end of each shift with relieving staff, informing them of any special requirements or problems
- Thorough knowledge of emergency procedures and general crisis situation procedures
- In the absence of the Night Manager, responsible for the Health and Safety of all departments and guests for the night period
- In the absence of the Night Manager, to act on behalf of the Executive Offices with the authority to ensure company and Hotel standards and procedures are maintained
- Any other related duties as required

#### Qualifications:

- A diploma or degree in Hospitality Management is preferred
- Minimum of 3 years' supervisory experience in Front Desk / Guest Relations / Guest Services role in a luxury hotel environment is required
- Knowledge of computerized Front Office systems is required with emphasis in Micros-Fidelio based programs (Opera); proficiency with MS Office Suite is an asset
- Previous experience as a Night Auditor is a distinct advantage
- At least 1 year international experience in a luxury hotel is strongly preferred
- Proven ability to focus attention on guest needs, remaining calm and courteous at all times
- Proven strong leadership skills and the ability to train, motivate and lead a team to achieve high levels of service excellence is required
- Demonstrated ability to discern appropriate resolutions to ensure guest satisfaction is required
- Proven ability to balance a variety of conflicting priorities while considering all aspects of the job (i.e. Financial, Operational, Human Resources)

Apply online at  
[www.fairmontcareers.com](http://www.fairmontcareers.com)

THEHAMILTONPRINCESS.COM  
76 PITTS BAY ROAD, HAMILTON HM08 BERMUDA

Closing date for applications: Friday, September 14th, 2018

