

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 POSITION
APPLICANTS MUST BE AWARE THAT IRREGULAR HOURS, INCLUDING SPLIT SHIFTS,
AND PUBLIC HOLIDAY WORK MAY BE REQUIRED.**

ASSISTANT EXECUTIVE HOUSEKEEPER

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 Housekeeping team your passion, leadership skills and attention to detail will inspire your team to ensure an exceptional in-room guest experience.

Summary of Responsibilities:

Reporting to the Executive Housekeeper, 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 achieving exceptional guest service and employee satisfaction results.
- Ensure employees receive the required training and support to effectively contribute to department operations.
- Assist in the development and implementation of departmental policies and procedures to ensure cleanliness, maintenance, and aesthetic value of guest rooms is achieved in accordance with Fairmont Hotel & Resorts policy.
- Schedule and manage staff to support both our service level commitments and labour cost goals.
- Assist in ensuring operational expenses are appropriately budgeted and controlled.
- Assist in the preparation of preventive housekeeping maintenance reports and analyses.
- Closely liaise with the Front Desk, Engineering and the Food and Beverage departments to ensure exceptional guest experiences.
- Promptly respond to guest complaints and ensure appropriate follow up activities occur and all items are documented according to standard operating procedures.
- Manage general office administrative activities including payroll, ordering supplies and inventory control.
- Lead shift communication briefings and monthly department communication meetings as required.
- Lead department operations in the absence of the Executive Housekeeper
- Complete any other function related duties and/or projects as required

Qualifications:

- University degree or Hotel Management Diploma preferred
- Minimum 2 years previous experience in a Housekeeping supervisory capacity in a luxury hotel environment is required
- Proven leadership and coaching skills with a track record of developing a highly motivated team
- Demonstrated strong attention to detail and the ability to meet exacting standards
- Proven ability to work efficiently in a demanding and fast paced environment
- Excellent organizational skills with ability to prioritize and multi-task is required
- Proven ability to focus attention on guest needs, remaining calm and courteous at all times
- Demonstrated interpersonal, communication and problem solving skills
- Knowledge Opera is strongly preferred, knowledge of MS Office suite of programs is required

Apply online at
www.fairmontcareers.com

THEHAMILTONPRINCESS.COM
76 PITTS BAY ROAD, HAMILTON HM08 BERMUDA

Closing date for applications: Thursday, September 26th, 2019

