



HAMILTON PRINCESS

BERMUDA
HOTEL • BEACH CLUB • MARINA

BERMUDA'S LUXURY URBAN RESORT

We are looking for engaged and exciting candidates who are looking for new opportunities in the 2021 season

At Hamilton Princess & Beach Club, we pride ourselves on being the best! Whether you're fresh out of school, an experienced hospitality professional or looking to make a career change, we want to hear from you. If you're a people person who enjoys a challenge, where each working day is different, then Hamilton Princess & Beach Club might be your natural home. Help us deliver world-class service and lifelong memories for those who visit our beautiful island home and feel a sense of pride and satisfaction in your work. Tourism and hospitality is a rich and fulfilling industry to work in, a 24 hours a day, 7 days a week, 52 weeks a year operation. At Hamilton Princess, we take pride in elevating hospitality into something more than just a service. We create immersive experiences and turn moments into memories for our guests. We look forward to meeting you!

FOOD & BEVERAGE SERVERS

Candidates must have 1 year of Food & Beverage Server experience in a luxury hotel or upscale high volume restaurant is required. Must have demonstrated outgoing and engaging personal manner is required. The ability to consistently provide exceptional service in a fast paced and demanding environment and clearly communicate in an engaging manner in English is required. Micros experience is an asset.

Summary of Responsibilities: Demonstrate menu knowledge by recommending food and beverage selections and pairings to guests; Process guest checks in a timely and efficient manner; Bus and reset tables as required.

OUTLET CAPTAIN

Candidates must have a Hospitality degree or 2 years Food & Beverage experience in an upscale high volume restaurant is required with similar experience in a luxury hotel environment is strongly preferred. At least 1 year previous supervisory experience is required. Candidate must be fluent in English and be well groomed with a professional appearance.

Summary of Responsibilities: Demonstrate thorough knowledge of Food and Beverage products and menus, daily features, specials and services provided by the department and the hotel; Assist in the management of daily outlet operations to ensure guest dining experience exceeds expectations (including responding to enquires in a timely manner, appropriately implementing guest feedback etc.); Perform all opening, side and closing duties as well as daily and weekly duties to Fairmont standards and Conduct daily staff briefings at the beginning of every shift.

ASSISTANT MANAGER

Candidates must have an undergraduate Food & Beverage or Hotel Management degree is preferred. Three (3) years' experience in a supervisory role within a luxury hotel or fine dining restaurant is required. Must be a motivated leader with proven record of achieving high levels of guest and colleague satisfaction. A strong beverage knowledge, particularly of wines, is strongly preferred Knowledge of Delphi, Micros POS System, is required and knowledge of MS Office Suite of programmes is an asset. A strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, public holidays and weekends is required

Summary of Responsibilities: Assist in the development and implementation of innovative promotional and sales events by constantly seeking out creative ways to improve service and increase business volume; Assist with the development of menus, wine lists, specifications and standards for all beverage operations; Facilitate Food and Beverage training as required and follow-up training programs to address any additional needs; Assist in the preparation and execution of the annual restaurant budget, capital plan and strategic projects as required; Schedule and manage staff to support our service level commitments and labour cost goals and produce weekly payroll as required.

OUTLET MANAGER

Candidates must have a degree in Hospitality Management or Restaurant Management is preferred. Three to five (3-5) years' experience in all facets of hotel Food & Beverage operations including a minimum of two (2) years leadership experience in a luxury hotel environment is required. At least 1 year's international experience in a luxury hotel environment is preferred. Proven strong supervisory/leadership skills and the ability to meet high levels of service excellence; proven the ability to work cohesively as part of a team in a multi-cultural, diverse environment Strong knowledge of wine and fine dining service is required. Knowledge of Delphi, Micros POS Systems and MS Office applications are required.

Summary of Responsibilities: The Outlet Manager will oversee all aspects of outlet operations to ensure an exceptional guest experience; Demonstrate a complete understanding of Fairmont Food & Beverage standard operating policies & procedures and ensure team compliance; Assist with the development of menus, wine list, specifications and standards for all restaurant operations as required; Assist in the development and implementation of innovative promotional and sales events by constantly seeking out creative ways to improve service and increase business volumes; Motivate, lead, coach and manage all aspects of team members' performance towards achieving exceptional guest service and employee engagement results; Assist in the preparation and execution of the annual Food & Beverage budget, capital plan and strategic projects; Prepare and manage all aspects of outlet budget including revenue and cost forecasting.

CHEF DE PARTIE (GENERAL/PASTRY/BUTCHER)

Candidates must have a minimum 3 years general culinary; pastry/baking; butchery experience in a luxury hotel environment is required; Documented culinary certification (Red Seal certificate, Journeyman's papers of international equivalent) is strongly preferred and at least 1 year international experience is preferred. A strong work ethic, highly responsible, and reliable and the ability to work shifts, extended hours including evenings, weekends and public holidays is required.

Summary of Responsibilities: Ensure the consistency in the preparation of all food items for a la carte and or buffet menus according to hotel recipes and standards; Ensure all kitchen Colleagues are aware of standards and expectations; Maintain proper rotation of product in all chillers to minimize wastage/spoilage; Butcher: Additional responsibilities include: Complete daily Meat, Fish & Poultry market lists based on hotel volume; Ensure daily rotation of all Butchery items from the outlets to maintain quality; Keep inventory of red meats to ensure proper aging of meats.

FAIRMONT GOLD SUPERVISOR

Candidates must have experience in a Concierge / Guest Services / Front Desk operations environment or other customer focused role is required; international experience in a luxury hotel is strongly preferred. A minimum of 1 year's supervisory experience is required; Fairmont Gold or Executive Club experience is strongly preferred; a degree in Hospitality Management is strongly preferred.

Summary of Responsibilities: 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; 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.

FAIRMONT GOLD MANAGER

Candidates with a University or Collage Degree or Diploma in Hospitality Management is an asset. A minimum of four (4) years, Hotel Concierge level, Fairmont Gold or Front Office experience with a minimum of two years managerial experience; Proven leadership and employee relation skill with commitment to Guest Service and exceeding guest expectations; Excellent organizational, written/verbal communication and interpersonal skills; An operational knowledge and proficiency in Front Office Systems – Property Manager.

Summary of Responsibilities: Responsible for all aspects of Guest Service and Guest Satisfaction that are generated and maintained in the Fairmont Gold Department whilst ensuring that all Fairmont Gold Standards of Service & Operational Procedures are adhered. Monitor maintenance and development of the physical Fairmont Gold product; Track and forecast daily, weekly, and monthly Fairmont Gold Occupancy levels and planning the department accordingly; Being accountable for operational costs and expenses – Monthly Profit and Loss Statement/ Adherence to budget; Facilitate the Training & Development of the Fairmont Gold Team. Participate in the Training & Communication process providing service to Fairmont Gold; Ensure the highest possible revenues are generated for Fairmont Gold with a minimum of associated expenses. This should include out of order rooms, sell outs, preventative maintenance and special room projects; Work with the Fairmont Gold Manager to meet JD Power, EOS, Success Share goals.

DRY CLEANING ATTENDANT

Candidates must have a high School diploma or equivalent is preferred. A minimum of 2 years previous experience with a dry cleaning unit in a luxury hotel environment is required. Must possess a strong work ethic and be able to work efficiently in a demanding, fast paced environment. Must be physically fit and have the ability to stand, lift, push and pull for long periods during shift.

Summary of Responsibilities: Ensure laundry service required by our Guests is completed on time; Check and test garments for color fastening and for any damage on received laundry prior to dry cleaning process; Refill chemicals, clean filters and service the machines as needed; Operate dry cleaning machine and ensure a high standard of dry cleaning; Change padding on steam pressing machines as needed and assist other laundry Colleagues with the dry cleaning process.

BUILDING OPERATOR

Candidates must have must have a minimum of 4 years previous experience in a similar position within a luxury hotel is required. A 4th Class Power Engineering is required. A Degree/diploma in Engineering or trade certification on Building Management is an asset. The ability to read, understand and interpret Engineering and Building Blueprints is required. Proven knowledge of all regulations such as building codes, fire and health department requirements; Proven experience in managing multi-million dollar large-scale infrastructure projects is required and proven record of sound technical judgment and effective management of complex projects.

Summary of Responsibilities: Ensure all physical operations including refrigeration, heating, ventilation and air conditioning, plumbing, water treatment, and electric systems are clean and maintained; Plan, implement and monitor an effective Preventative Maintenance Programme; Manage, coordinate and negotiate contracts with external contractors, vendors to ensure that collaborative working relationships are maintained; Ensure the hotel complies with all Government regulations pertaining to building code requirements, health, fire and life safety programmes; Implement, monitor and maintain a cost effective energy management programme and monitor the Hotel's Energy Management system (EMS); Provide training in Health & Safety and ensure employees adhere to the policies and procedures, emergency procedures, loss prevention protocols, WHMIS etc.

ELECTRICIAN

Candidates must have must have a minimum 5 years' experience as a Journeyman Electrician in service and maintenance of electrical equipment in a large Hotel or commercial facility. A University degree or Hotel Management Diploma preferred. A solid background in commercial plan/field electrical maintenance building systems such as troubleshooting and service for HVAC, Chillers, Transformers, Electrical equipment for 120/240 and 480V with an electrical TQ or Electrical Trade equivalent is required. Knowledge of Energy Management Systems, blueprints, process controls, VSD drives, integrate controls, and Bermuda Building codes would be advantageous with proven experience in managing multi-million dollar large-scale infrastructure projects is required. The ability to read, understand and interpret Engineering and Building blueprints is required.

Summary of Responsibilities: Conduct regular inspections of electrical systems and surrounding areas and perform maintenance and cleanup as required; Ensure safety measures are carried out as per hotel and regulatory standards; Manage daily operation of the electrical power supply and conduct maintenance as required; ensure electrical issues are documented and resolved promptly according to equipment standard requirements.

FAIRMONT GOLD MANAGER

Candidates must have a Degree or Diploma in Hospitality Management is an asset. A minimum of four years, Hotel Concierge level, Fairmont Gold or Front Office experience with a minimum of two years managerial experience with proven leadership and employee relation skills. Excellent organizational, written/verbal communication and interpersonal skills. An operational knowledge and proficiency in Front Office Systems – Property Manager.

Summary of Responsibilities: Responsible for all aspects of Guest Service and Guest Satisfaction that are generated and maintained in the Fairmont Gold Department whilst ensuring that all Fairmont Gold Standards of Service & Operational Procedures are adhered; Monitor maintenance and development of the physical Fairmont Gold product; Track and forecast daily, weekly, and monthly Fairmont Gold Occupancy levels and planning the department accordingly; Being accountable for operational costs and expenses – Monthly Profit and Loss Statement/ Adherence to budget; Work with the Fairmont Gold Manager to meet JD Power, EOS, Success Share goals.

GUEST SERVICE MANAGER

Candidates must have an undergraduate degree in Hospitality Management is strongly preferred. A Minimum of 3 years supervisory experience in Front Desk / Guest Relations / Guest Services role in a luxury hotel environment is required. At least 1 year international experience in a luxury hotel is strongly preferred with proven strong leadership skills and the ability motivate and lead a team to achieve high levels of service excellence is required. Knowledge of computerized Front Office systems required with emphasis in Micros-Fidelio based programs (Opera) and MS Office Suite is an asset.

Summary of Responsibilities: Assist the Director of Front Office Operations in managing all aspects of Front Office Operations, providing support to Guest Service Agents and leading the team in the absence of the Director; manage the departmental expenses and budget; balance operational, administrative and colleague needs; 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.

ASSISTANT FRONT OFFICE MANAGER

Candidates must an undergraduate degree in Hospitality Management is strongly preferred. At least five years of progressive experience within a luxury hotel environment is required. International experience within a luxury hotel brand is required. Experience in unionized work environment with a minimum of two years' experience in a Rooms Division Department Head or Senior Leadership capacity is required and knowledge of MS Office programmes is required; knowledge of Opera, Property Manager, at an advanced level is preferred.

Summary of Responsibilities: Responsible for achieving department goals (All Brand pillars - LQA/EES/VOG/Financials); Assist 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; Directs, lead and work with managers and employees to carry out procedures ensuring an efficient check in and check out process; Manage day-to-day operations, ensuring the quality, standards and meeting the expectations of the customers on a daily basis; Develop specific goals and plans to prioritize, organize, and accomplish your work.

DIRECTOR OF ACCOUNTING

Responsible for overseeing the Finance and Accounting department, by assisting in the preparation of financial statements, annual budgets, and operating forecasts ensuring that all management reports meet the tight reporting deadlines. Provide leadership, coaching and support to the accounting staff motivating and training to provide exceptional guest service. Monitor, supervising and preparing month-end balance sheet account reconciliation and analysis. Manage the company's general ledger; ensuring all month-end account reconciliations, account analysis and closing procedures are performed in a timely manner. Assist departments in the interpretation, orientation, training and analysis of revenue, payroll and expense matters. Assist in maintaining a system of internal controls, meeting all of corporate policies and procedural requirements. Assist in the effective utilization and integration of hotel and accounting technology systems, including software applications, current and future; Be functionally responsible for handling the activities of the Director of Finance and Business Support in their absence.

Qualifications: Candidates must have a professional designation or acceptable university degree with an appropriate specialization in Accounting or demonstrated experience at an equivalent position or higher; A minimum of 5 years hotel accounting experience at a supervisory level preferred, or equivalent alternative experience may be considered; Proven leadership and coaching skills with a track record of developing a highly motivated and cross-trained group of progressive accounting professionals; Comprehensive knowledge of hotel operating systems and software, including ACCPAC, Hyperion, Microsoft Office, Lotus, Micros Opera, and Micros POS.

COST CONTROLLER

Responsible for monitoring and controlling all procedures that affect the receipt, distribution, sale and general controls of food and beverage product, ensuring that all associated functions are executed according to the Fairmont's policies and procedures. Coordinate, attend and monitor all food and beverage inventory counts to ensure accuracy. Manage the database for Food and Beverage inventory stock, including up-to-date pricing and manage the cost allocation transfer system for Food and Beverage supplies. Cost all food and beverage items and, where practical, input these costs into the point of sales system and generate monthly potential food and beverage reports. Price all food and beverage storeroom requisitions and prepare monthly calculations for food and beverage costs and storeroom variances.

Qualifications: Must have a minimum of 2 years Food and Beverage Control experience, preferably in a luxury hotel environment; An undergraduate degree in Accounting, Business or Hospitality Management or a related field is strongly preferred; Proven knowledge of standard food and beverage control policies and procedures is required; Proven effective analytical and problem solving skills; Ability to work extended hours to accomplish all responsibilities and tasks is required; Must be highly computer literate in MS Word and Excel; experience with Birchstreet is preferred.

DIRECTOR OF MARKETING

Responsible for the review travel industry research to identify trends in the luxury market and develop strategies to create awareness of Hamilton Princess as a luxury property; Create and ensure effective implementation of marketing strategies and programs to increase occupancy and make profitable use of Hotel accommodation, meeting and leisure facilities; Lead and direct the creation of marketing and promotional materials and company literature using both internal resources and external vendors as required; Identify, develop and maintain effective key business relationships; Motivate, lead, coach and manage all aspects of team members' performance towards achieving exceptional guest service and employee satisfaction results; Develop and maintain close and effective working relationships with all supporting departments; Follow and ensure compliance with all corporate, hotel and departmental policies and procedures.

Qualifications: University/College degree in Hotel or Business Management preferably with a concentration in Marketing is required and candidates demonstrating continued professional development are strongly preferred; Seven to ten (7-10) years Marketing experience and minimum of five (5) years in a senior leadership position within a luxury hotel is required; Five (5) years international experience in a luxury hotel is required; Demonstrated success in strategically marketing properties in transition to maximize growth; Demonstrate excellent interpersonal, presentation and communication (written and verbal) skills; Demonstrated knowledge of budget planning and financial controls is required.

ASSISTANT TECHNICAL EVENTS MANAGER

Candidates must have a minimum of 1 year experience in hotel conference, banquet and meeting room audio visual experience is are required. Relevant certifications or bachelor's degree is strongly preferred. A working knowledge of core audio visual components to include audio, video, data, lighting and 3 phase power. Demonstrated knowledge of rigging, operation and de-rigging of audio, video, lighting and data equipment in accordance with general health and safety regulations and procedures. Demonstrated experience using audio visual equipment including analogue and digital mixing desks, audio recording, set-up and operation of P.A Systems, live band mixing and EQ, conference phones, intelligent and generic lighting rig and programming, power management, projection including varied screen solutions, conversant with multi display soft (Watchout or Spyder) would be a distinct advantage. Competency in Windows OS and MS Office with experience in Mac OS and related programs is an asset. Good knowledge of general IT connectivity and LAN networks and current software packages is required.

Summary of Responsibilities: Manage the day to day operation including conducting pre-event assessment of equipment, rigging, operating and de-rigging of all audio visual equipment; Complete regular quality assurance inspections, resolve issues and notify the Technical Events Manager accordingly; Assist with the review and management of all external service providers and/or freelancers involved in audio visual and stage production; Work closely with internal departments to ensure that events requiring AV support run smoothly and exceeds client needs.

CHIEF STEWARD

Candidates must have minimum 3 years previous experience as Chief Steward in a luxury high volume (+250 rooms) hotel stewarding environment. Chemical handling training is required and must have current ServSafe and HACCP (minimum Level 3 Supervising Food Safety course) certifications. Advanced knowledge of US hygiene and safety regulations is required. Demonstrated inventory control management experience is required. Demonstrated ability to coach and to train Colleagues ensuring compliance with Fairmont Standards and international Hygiene & Safety Regulations is required. Demonstrated financial literacy and the ability to work within an established budget is required. The successful candidate must be physically fit with a strong work ethic, highly responsible, reliable and has the ability to work extended hours including evenings, weekends and public holidays.

Summary of Responsibilities: Lead and manage all aspects of the Stewarding team to ensure high levels of service excellence and compliance with applicable health and safety legislation is achieved; Conduct regular inspections of kitchen and other areas within remit to ensure cleanliness to HACCP standards; Prepare and manage annual and monthly department operating budget, and report data to Food & Beverage leadership as required; Ensure that Hotel assets are maintained (clean and in working order) by establishing and maintaining strong vendor relationships and appropriately utilizing support provided by our internal Engineering Department as required; Ensure implementation of proper waste management activities according brand, international industry and local legislative safety standards.

The closing date for receipt of applications is March 30, 2021.

Apply online at
www.fairmontcareers.com

THEHAMILTONPRINCESS.COM
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Hamilton Princess strictly adheres to all Health & Safety training, guidelines, and work practices previous, during, and following an epidemic established by Accor, Bermuda Government and international bodies - including the World Health Organization (WHO) and Centers for Disease Control and Prevention (CDC).