Bermuda
TRAVEL CONCESSIONS

At L.F. Wade International Airport

Bermuda Travel Concessions, at the Bermuda LF Wade International Airport, is seeking qualified indiviuals to fill the following positions. Bermuda Travel Concessions are food experts with a passion for bringing cool, authentic restaurants to airports that repesent a taste of place.

BARTENDER (BERMUDIAN OR SPOUSE OF BERMUDIAN ONLY)

At Bermuda Travel Concessions, Bartenders enjoy engaging with guests while serving hand-crafted beverages and delicious food. Their bartenders are up-to-date on trends in the alcoholic beverage industry. They have experience crafting beverages and serving them with attention to detail. The restaurants are fast-paced and the bartenders can work quickly with accuracy and deliver outstanding customer service without breaking a sweat!

Here are a few things you can expect if you join the Bermuda Travel Concessions team as a Bartender:

- Greet guests in a timely, courteous, and friendly manner
- Prepare stunning beverage using recipes and practice portion control to mix, garnish, and present drinks
- Input orders into register at the point of sale and create a check for each guest
- Receive cash from guests, make any change needed, verify validity of charges, record charges, and ensure vouchers are properly executed
- Maintain proper and adequate set-up of the bar at all times
- Responsible for maintaining stock, cutting, and storing of all fresh fruit and vegetable garnishes, juices, and other perishables daily to ensure product quality
- Must adhere to TIPS Training to serving alcoholic beverages to minors and intoxicated guests at all times
- Perform general cleaning tasks using standard cleaning products as assigned by supervisor to adhere to health standards
- Other duties as assigned

Skills & Other Requirements

- Three years of experience required
- High school diploma preferred
- Experience Creating craft cocktails with attention to detail and fast-paced service
- Basic knowledge of food service
- Customer service training
- T.I.P.S Certification
- CTA Certification (Certified Tourism Ambassador)
- Verbal and written English language
- Basic mathematical skills necessary to operate point of sale (POS) procedures, including, making change, total guest checks, count total bank, prepare cash drops, total all other charges, and understand weights and measurements
- Ability to operate a keyboard & point of sale procedures to pre-check and order & close out a check
- Ability to work and stand in confined spaces for long periods of time
- References

SHIFT SUPERVISOR

At Bermuda Travel Concessions, our Shift Supervisors are the first step into management. Shift Supervisors have the very important position of ensuring standards are consistently achieved by the team of Bermuda Travel Concessions. They work to provide the best customer service to guests and exemplify the company's principles.

Shift Supervisors are experts at a few things:

- Having warm, friendly smiles
- Respecting our customers
- Leading a shift to ensure all operational standards are met or exceeded
- Providing support and coaching to our teams

Here are a few things you can expect as a Shift Supervisor at Bermuda Travel Concessions:

- Greet guests in a courteous and friendly manner
- Run shifts according to Bermuda Travel Concessions standards and operating procedures
- Train new hires on operational standards and processes
- Complete opening, on-going, and closing checklists as required
- Provide support, coaching and direction to team to deliver business goals
- Other duties as assigned

Skills & Responsibilities

- High School Diploma or equivalent
- Minimum of 1 year of experience in the food & beverage industry
- Full Service and/or Quick Service restaurant experience, preferred
- Proven track record of resolving uncomfortable situations with clients, customers, peers and direct reports.
- Excellent written and verbal communication

CHEF

At Bermuda Travel Concessions, Chefs have the important role of receiving food orders, preparing delicious dishes for guests, properly setting up the kitchen so every expert has the product and tools easily accessible during their shift.

Chefs are experts at a few things:

- Having warm, friendly smiles
- Respecting our customers
- Following detailed food preparation processes
- Keeping their eyes on the details with consistency
- Working well in fast-paced environments

Here are a few things you can expect as a Chef at Bermuda Travel Concessions:

- Follow all recipes and practice portion control to prepare, garnish, and present ordered items
- Maintain proper and adequate set-up of the kitchen/station on a daily basis
- Requisitioning and stocking of all required food, paper products, and condiments
- Handles, stores, labels and rotates all products properly
- Responsible for set-up, regular maintenance, cleaning, and breakdown of any machinery and equipment
- Responsible for maintaining stock, cutting, and storage of all perishables daily to ensure product quality
- Complete opening, on-going, and closing checklists as required
- Takes responsibility for quality of products served
- Perform general and specific cleaning tasks using standard cleaning products as assigned by supervisor to adhere to health standards
- Other duties as assigned

Skills & Other Requirements

- Three years' experience working in a fast-paced food service environment
- High school diploma and culinary certification preferred
- Verbal and written English language
- Basic mathematical skills
- Ability to stand and work in confined spaces for long period of time
- References

SERVER

At Bermuda Travel Concessions, F&B Servers engage with guests and deliver delicious food and beverages.

The Servers are experts at several things including:

- Having warm, friendly smiles
- Delighting our guests
- Making recommendations based upon guests' preferences

Here are some things you can expect as a F&B Server:

- Answer questions and offer suggestions regarding food, beverages, and services of the facility
- Accurately input orders into the POS system
- Prepare dishes for service, to include ladling soup, tossing salads, cutting portions of pie and desserts, and brewing coffee
- Observe guests to anticipate their needs and respond to any additional requests
- Clear all dishes away from table
- Balance and reconcile all assigned open and closed checks by totaling bills and accepting payments
- Clear and reset all counters or tables at the conclusion of each course
- Other duties as assigned

Skills & Other Requirements

- Three years' experience working in a fast-paced food service environment
- High school diploma preferred
- Verbal and written English language
- Experience in dealing with problems involving customer service
- Customer service training
- T.I.P.S Certification
- CTA Certification (Certified Tourism Ambassador)
- Basic mathematical skills necessary to operate point of sale (POS) procedures, including, making change, total guest checks, count total bank, prepare cash drops, total all other charges, and understand weights and measurements.
- Ability to remember, recite, and promote the variety of menu items
- Ability to operate a keyboard & point of sale procedures to pre-check an order & close out a check
- Ability to stand and work in confined spaces for long periods of time
- References

SERVER (ON-CALL)

At Bermuda Travel Concessions, are actively looking for On-Call Servers engage with guests and deliver delicious food and beverages.

As an On-Call Server, you may be asked to work up to 3-4 days per week to include working weekends and holidays.

The Servers are experts at several things including:

- Having warm, friendly smiles
- Delighting our guests
- Making recommendations based upon guests' preferences
- Here are some things you can expect as a Server:
- Answer questions and offer suggestions regarding food, beverages, and services of the facility
- Accurately input orders into the POS system
- Prepare dishes for service, to include ladling soup, tossing salads, cutting portions of pie and desserts, and brewing coffee
- Observe guests to anticipate their needs and respond to any additional requests
- Clear all dishes away from table
- Balance and reconcile all assigned open and closed checks by totaling bills and accepting payments
- Clear and reset all counters or tables at the conclusion of each course
- Other duties as assigned

Skills & Responsibilities

- 1 years' experience working in retail or food service environment
- High school diploma preferred
- Verbal and written English language
- Experience in dealing with problems involving customer service
- Basic mathematical skills necessary to operate a cash register, make change, total guest checks, count total bank, prepare cash drops, etc.
- Ability to remember, recite, and promote the variety of menu items
- Ability to operate a keyboard & point of sale procedures to pre-check an order & close out a check
- Ability to stand and work in confined spaces for long periods of time

UTILITY & PORTERS

Standards Utility Porters Utility & Porter positions at Bermuda Travel Concessions have the very important role of keeping the restaurants and units clean and sanitized for both guests and the team.

Utility employees are experts in:

- Having warm, friendly smiles
- Executing difficult, essential work
- Having high standards

Here are a few things you can expect as a Utility at Bermuda Travel Concessions:

- Create a positive guest experience by cleaning and maintaining hygienic work areas
- Maintain the cleanliness of all surfaces and equipment (i.e., floors, ceiling tiles, walls, windows, worktables, hoods, vents, grills, refrigerators, service counters, storage areas, etc.)
- Removes refuse to designated areas
- Clear and reset tables in dining areas between seatings as needed and transports service-ware to the kitchen for cleaning
- Clean food from dirty dishes, pots, and pans and wash them by hand or load dishwasher and return them to their proper storage place
- Clean equipment using specific chemicals to meet sanitary standards; may include the use of heavy equipment
- Assist all guests with specific requests and communicate special needs to server/supervisor
- Load/unload supply trucks transferring between storage and work areas
- Stock, date, rotate, and check the temperature of food items
- Other duties as assigned

Skills & Other Requirements

- Two years' experience working in a food service environment
- High school diploma preferred
- Verbal and written English language
- Experience in dealing with problems involving guest service
- Ability to stand and work in confined spaces for long periods of time

Based on the nature of the positions a security check will be required upon application. Bermuda Travel Concessions is a drug free/smoke free workplace; employees may be subject to drug testing.

Resume with references may be submitted in complete confidence to:

Human Resources Department
c/o Conyers Dill & Pearman
P.O. Box HM 666, Hamilton, HM CX
Tel: (441) 295-1422 **Fax:** (441) 292-3134
Email: Careers@conyers.com

Closing Date: December 6, 2021