



The Hamilton Princess & Beach Club, the Pink Palace and Bermuda's only urban luxury resort, is an island icon



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. We are looking for engaged and exciting candidates who are looking for new opportunities in the 2022 season!

### **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.

### **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.

### **DIRECTOR OF FRONT OFFICE**

An undergraduate degree in Hospitality Management is strongly preferred. At least 5 years previous supervisory experience in Front Office operations. Previous experience as Front Office Manager or Assistant Front Office Manager within the luxury sector would be a distinct advantage. Previous experience in a high volume (250+ rooms) luxury hotel environment is preferred. Experience in unionized work environment with a minimum of two years' experience in a Rooms Division Department Head or Senior Leadership capacity is required. Knowledge of MS Office programmes is required; knowledge of Opera, Property Manager, at an advanced level is preferred.

**Summary of Responsibilities:** Ensure all areas of Front Office Operations (Front Desk, Uniforms/Belldesk, and Royal Service) are in full compliance with FRHI operating standards & Guest Service Essentials. Maximize revenue potential and profitability in all areas of report. Develop and implement action plans to ensure that Front Office departments to consistently perform well to exceed various guest (JDP, LQA) and colleague (CES) experience evaluation targets. Assist in annual budget preparation, monthly forecasting and managing operational cost for all Front Office departments.

### **ASSISTANT DIRECTOR OF PURCHASING**

An undergraduate business or hospitality degree or professional certification in Purchasing Management is preferred. A minimum of 2 years' supervisory experience in the purchasing field in a large luxury hotel environment is required. A minimum of 2 years' experience in inventory management and cost control is required. Experience with Birchstreet is an asset and a strong degree of computer literacy in MS Office Suite is required.

**Summary of Responsibilities:** Lead the daily operations of the Purchasing and Storeroom Department to ensure all departments have adequate supplies to perform their duties in an efficient manner. Obtain competitive quotes and confirm purchase availabilities and secure the highest quality product within established budget. Generate purchase orders and support department leaders in ensuring purchase order requests are completed and approved according to Fairmont standards. Ensure that all items received by the hotel are properly documented in accordance with the Hotel's purchasing and receiving procedures. Assist with monthly department financial reporting.

### **SENIOR CATERING & CONFERENCE SERVICES MANAGER**

Applicants should possess at least 2 years' experience in a hotel Conference Service Department in a Management/Supervisory capacity. Four years of hotel experience across the Food & Beverage or Sales department, of which at least two should be in an overseas market. Experience in working in multiple hotel brands is desirable. Proven ability to plan and execute events effectively with a strong sense of detail. Should be computer literate in Microsoft Office, WordPerfect/Windows, Lotus or Excel. Experience in convention/banquet floors is necessary. Will be required to work very irregular hours including evenings, weekends and public holidays.

**Summary of Responsibilities:** Planning, implementing, coordinating and overseeing all program details of group clients from an established base of key and other repeat accounts. Establishing effective close working relationship with clients before, during and after group program. Working effectively with banquets and accounting to ensure optimal guest satisfaction. Delivering on promises through a proactive approach, ensuring attention to detail for every event. Consistently seeking creative ways to improve service, overall revenue and profitability. Ensuring each department within the Hotel is thoroughly knowledgeable about the clients' requirements and expectations, prior to and throughout the duration of the event.

**The closing date for applications is March 25, 2022.**

**THEHAMILTONPRINCESS.COM**

**76 PITTS BAY ROAD, HAMILTON HM 08 BERMUDA**

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).

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