

ROSEWOOD
TUCKER'S POINT®
BERMUDA

Rosewood Bermuda is seeking dynamic individuals to join our team and deliver exceptional service to our Guests. Applications are currently being invited for following position:

FRONT OFFICE MANAGER

Responsible for the management of Front Desk, Front Services, PBX, Night Audit functions, and in the absence of the Guest Experience Manager, also oversees the Guest Experience, Concierge areas, in accordance with hotel standards. Directs, implements, and maintains a service and management philosophy which serves as a guide to respective associates.

Some Essential Functions:

Setting Departmental objectives, work schedules, budgets, policies and procedures per Rosewood Hotels and Resorts standards; Ensuring staff has up to date knowledge of hotel products, services, pricing and policies; Maintaining good communication and working relationships with all hotel areas; Responding to guest's special requests, needs, problems, issues and concerns and training staff in the response and resolution of guest matters; Monitoring and controlling daily revenues and expenses; ensuring procedures are followed and proper controls are in place to minimize losses and expenses and maximize hotel profits; Handle all training for Front Desk/ Concierge agents as it relates to systems understanding and all cashing policies for cash / credit handling of guest folios; Maintain complete knowledge at all times of all hotel features/services, hours of operation.; All room types, numbers, layout, décor, appointments, and location; All room rates, special packages, and promotions; Daily house count and expected arrivals/departures; Room availability status for any given day; Scheduled in-house group activities, locations, and times; All hotel and departmental policies and procedures; Ensures that Rosewood Service standards are met by ensuring regular training is conducted per the Rosewood Training schedule and liaising with the property Training Manager; Ensures regular communications occurs by conducting Rosewood Daily Reviews and by conducting monthly communication meetings with associates; Ensures timely processing of department's payroll and accurate attendance reporting; Attends managers' meetings and operations meetings as required; Coaches and counsels associate for optimum performance and disciplines when necessary in accordance with the Collective Bargaining Agreement and the Associate Handbook; Monitors system problems maintain log of such and coordinate corrections with the I.T. Manager.; Ensures that Front Office logs are maintained; Ensures that the Night Audit function is covered.; Assists with Front Services (Bell & Shuttles) as directed by the EAN-Rooms.

Any combination of education, training or experience that provides the required knowledge, skills, and abilities. Minimum High School education, College Degree preferred. Minimum five years' experience with at least two years' experience at the management level in Front Office in luxury brand preferred. Experience in a unionized environment will be an asset. A degree or diploma in Hotel Management or equivalent preferred

FRONT DESK MANAGER

Directly responsible for the management of Front Desk and in the absence of the Front Office Manager/ Guest Experience Manager assists to oversee management of the Front Desk, Concierge, PBX, Night Audit and Front Services) functions in accordance with hotel standards. Directs, implements, and maintains a service and management philosophy which serves as a guide to respective associates

Some Essential Functions:

Maintain complete knowledge at all times of all hotel features/services, hours of operation, all room types, numbers, layout, décor, appointments and location, all room rates, special packages and promotions, daily house count and expected arrivals/departures, room availability status for any given day, scheduled in-house group activities, locations and times, all hotel and departmental policies and procedures, check Front Desk/Concierge and storage areas for proper supplies, organization, and cleanliness. Instruct designated personnel to rectify and cleanliness/organization deficiencies, ensure that current information on rates, packages and promotions are available and that all associates are knowledgeable on such, prepares weekly work schedules in accordance with staffing guidelines and labor forecasts. Adjust schedules throughout the week to meet the business demands.

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

Any combination of education, training or experience that provides the required knowledge, skills and abilities. Minimum High School education, College Degree preferred. At least three (3) years' experience in hotel operations in a management position, preferably in Front Office or Rooms. A foreign language is advantageous. Expert computer literacy in Microsoft Office (particularly Excel and/or Access) and a PMS is preferred.

HOUSEKEEPING MANAGER

To supervise housekeeping staff and to ensure the quality, appearance, and the highest standards of cleanliness of the hotel guest rooms and public areas.

Some Essential Functions:

Supervises and directs housekeeping staff in their daily operations; Physically inspects all Show Rooms, VIP Rooms and public areas before use or sight inspections; Physically inspect all vacant, checkout and stayover rooms for cleanliness and appearance; Physically inspect all public areas including Hotel lobby, Breezeway, public bathrooms etc.; Trains staff on service standards, procedure standards and any other training as decided by the Executive Housekeeper; Ensure all new housekeeping associates receive an induction schedule, thorough training and support when first joining the department.; Ensures all jobs are completed within the shift.; Takes requested inventories of furniture, fixtures, equipment and supplies etc. Placing weekly orders as required; Ensures both carts and linen/supply closets are kept clean, neat, stocked according to departmental guidelines; Reports all maintenance deficiencies in guest rooms and corridors. Telephone deficiencies considered emergencies to the maintenance department.; Expedite special guest requests, such as extra towels, blankets, or pillows.; Ensure the proper and timely distribution of guest room materials and amenities; Manages effectiveness and timeliness of housekeeping teams.

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

Ability to uphold and enforce hotel's standards, policies and procedures with self and housekeeping staff.; Ability to prioritize and organize work assignments, delegate work to staff; Ability to direct performance of staff and follow up with corrections where needed; Ability to motivate staff and maintain a cohesive team; Ability to provide clear direction, instruction, and guidance to subordinates; Must be computer literate; Must be able to work well under pressure; Must be able to work weekends, holidays, and day and evening shifts; Demonstrated attention to detail; Ability to read, write and communicate effectively in English; May be exposed to chemical hazards; Ability to lift up to 50lbs; Ability to lift, reach, bend, stoop, stand and walk continuously, climb stairs, and push or pull heavy equipment; Ability to maintain discretion and confidentiality of all guests and hotel information at all times.

Any combination of education, training or experience that provides the required knowledge, skills

and abilities. Minimum high school education; 3 years of supervisory experience in housekeeping including laundry.

SPA THERAPIST

We are seeking qualified therapists to join our team of talented therapists in our Sense ® Spa. Responsibilities of the Spa Therapist will include but are not limited to:

Performing body treatments including wraps using heat, and massage therapy using modalities of shiatsu, reflexology, Reiki, Thai massage, and warm stone massage; Performing facials including exfoliation and extraction; Performing manicures and pedicures; Ensuring the quality of the guest experience by the immaculate presentation of treatment rooms and providing the Guest with product recommendations tailored specifically to each individual Guest.

Applicants should have certification from an accredited school of beauty therapy to include aesthetics and massage and two years proven experience as a therapist in a luxury Spa environment. Certification in CPR/First Aid is a definite asset. Therapists are expected to have superior communications and customer service skills and should be willing to be work a flexible schedule that will include weekends and public holidays.

CHEF CONCIERGE

Directly responsible for the management of Concierge team to ensure it functions in accordance with hotel standards. Directs, implements and maintains a service and management philosophy which serves as a guide to respective associates.

Some Essential Functions:

Maintain complete knowledge at all times of, and ensuring the team has complete knowledge of all hotel features/services, hours of operation, all room types, numbers, layout, décor, appointments and location, all room rates, special packages and promotions, daily house count and expected arrivals/departures, scheduled in-house group activities, locations and times, all hotel and departmental policies and procedures, check Concierge and storage areas for proper supplies, organization and cleanliness. Instruct designated personnel to rectify and cleanliness/organization deficiencies, prepares weekly work schedules in accordance with staffing guidelines and labor forecasts. Adjust schedules throughout the week to meet the business demands, assign work duties to associates in accordance with departmental procedures. Communicate additions or changes to the assignments as they arise throughout the shift. Identify situations, which compromise the department's standards and delegate these tasks, inspect grooming and attire of associates ensuring they are in compliance with the Uniform and Grooming policy at all times while on duty; rectify any deficiencies and involve in recruitment, training of all new associates.

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

Any combination of education, training or experience that provides the required knowledge, skills and abilities. Minimum High School education, College Degree preferred. At least one year experience as a Chef Concierge or two years' experience as an assistant chef concierge. A foreign language is advantageous. Expert computer literacy in Microsoft Office (particularly Excel and/or Access) and a PMS is preferred.

ASSISTANT CHEF CONCIERGE

Assists to oversee the Concierge team to ensure it functions in accordance with hotel standards. Directs, implements, and maintains a service and management philosophy which serves as a guide to respective associates.

Some Essential Functions:

Maintain complete knowledge at all times of, and ensuring the team has complete knowledge of all hotel features/services, hours of operation, all room types, numbers, layout, décor, appointments and location, all room rates, special packages and promotions, daily house count and expected arrivals/departures, scheduled in-house group activities, locations and times, all hotel and departmental policies and procedures, check Concierge and storage areas for proper supplies, organization and cleanliness. Instruct designated personnel to rectify and cleanliness/organization deficiencies, prepares weekly work schedules in accordance with staffing guidelines and labor forecasts. Adjust schedules throughout the week to meet the business demands, assign work duties to associates in accordance with departmental procedures. Communicate additions or changes to the assignments as they arise throughout the shift. Identify situations, which compromise the department's standards and delegate these tasks, inspect grooming and attire of associates ensuring they are in compliance with the Uniform and Grooming policy at all times while on duty; rectify any deficiencies, involve in recruitment, training of all new associates, constantly monitor associate's performance in all phases of service and job functions, ensuring that all procedures are carried out to departmental standards; rectify any deficiencies with respective personnel, ensure all associates are fully versed in all SOPs, standards and processes. Ensures all the SOPs, training plans and ITPs are up to date, foster and promote a cooperative working climate, maximizing productivity and associate moral.

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities. Ability to uphold and enforce hotel's standards, policies and procedures with self and Front Office associates. Any combination of education, training or experience that provides the required knowledge, skills and abilities. Minimum High School education, College Degree preferred. At least one year experience as an Assistant Chef Concierge or two years' experience as a concierge supervisor. A foreign language is advantageous. Expert computer literacy in Microsoft Office (particularly Excel and/or Access) and a PMS preferred.

Interested persons should complete an application via online - www.rosewoodhotels.com under the careers section where you will also be able to see full position details.

Closing Date for applications is: Friday, April 8th 2022

"Rosewood Bermuda is an Equal Opportunity Employer, offers a competitive compensation package, a rewarding work environment and challenging career opportunities"

60 Tucker's Point Drive, Hamilton Parish, Bermuda, HS 02. telephone +1 441.298.6967