



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



HAMILTON PRINCESS

BERMUDA

HOTEL • BEACH CLUB • MARINA

BERMUDA'S LUXURY URBAN RESORT

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. We are looking for engaged and exciting candidates who are looking for new opportunities in the 2023 season!

SOUS CHEF

This position reports to the Executive Chef and Executive Sous Chef. A documented culinary training and certification (Red Seal Certificate, Journeyman's papers of international equivalent) is strongly preferred. Five (5) years general culinary experience in luxury hotel or high quality restaurant environment, such as Michelin Star rated or equivalent is strongly preferred. At least 1 year international experience is strongly preferred. Current HACCP and/or Food Safe certification is strongly preferred. Previous leadership experience is strongly preferred.

Summary of Responsibilities: Expedite service, controlling the flow of food orders in and out of the kitchen, and ensure that all line employees are working together to cook and plate the correct dishes at the correct times. Ensure that all orders are completed on time. Assist with menu development; content proposals, costing, recipes, production lists, photos as required.

CHIEF STEWARD

This position reports to the Executive Chef. A minimum of three (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.

STEWARDED SUPERVISOR

This position reports to the Chief Steward. At least 6 months experience in a Stewarding Department preferably in luxury hotel environment or a fast paced restaurant kitchen. Knowledge of correct chemical handling procedures and current ServSafe certification are required. Knowledge of local health and safety regulations is required. Proven strong organizational, interpersonal and communication skills. Demonstrated strong knowledge of dishwashing equipment and tools is required; demonstrated understanding of mechanical concepts is an asset. Must possess a strong work ethic and be physically fit to ensure that work is completed efficiently in a demanding and fast paced environment for extended hours

Summary of Responsibilities: Assume responsibility for all Department operations in the absence of the Chief Steward and the Assistant Chief Steward. Assist in managing all aspects of team members' performance towards achieving exceptional guest service and employee engagement results. Support the Culinary and Service Teams in provide a high level of guest service by staging banquet and a la carte kitchen and service ware to specifications. Maintain good working relationships with all hotel departments to ensure an exceptional guest experience. Monitor usage of equipment and supplies, advise department leaders when reordering is required and seek opportunities to increase revenue and minimize expenses. Assist with training employees on the proper use of equipment, tools and systems as required. Demonstrate a complete understanding of and ensure team compliance with all Health & Safety, hygiene and sanitation, proper garbage disposal and other function specific regulations.

FOOD & BEVERAGE SERVER

This position reports to the Outlet Manager. Candidates must have one (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. Provide exceptional service to outlet guests in an engaging and knowledgeable manner.

OUTLET CAPTAIN

This position reports to the Director of Food & Beverage and Outlet Manager. Candidates must have a Hospitality degree or two (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 one (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.

BARTENDER

Proven mixology and beverage experience including knowledge of fine wines, cocktails, spirits, etc. Bartending course certification is required. Proven experience working in a fast paced quality lounge environment. Must possess excellent interpersonal, communication and presentation skills. The ability to work evenings, weekends, and holidays as required. Proven track record reliability, good timekeeping skills, integrity and honesty. Ability to stand for long periods of time and some lifting of bar supplies is required. Knowledge of Micros POS System is required.

Summary of Responsibilities: Practice responsible alcohol service, preparing and serving beverages in accordance to local liquor laws and regulations. Make recommendations and suggestions on the food and beverage offerings while taking food and beverage orders from guests seated at the bar. Ensure cleanliness of bar including cleaning glasses, bottles, and shelves, bar top, bar chairs, cooler doors, and speed rack. Monitor adequate daily stock of bar ingredients and bar snacks including all alcoholic and non-alcoholic beverages. Exhibit a complete understanding of Fairmont Food & Beverage policies and standard operating procedures; including F.A.M.E (FRHI Artistic Mixology Experience) and any other standards as may be adopted or amended by Fairmont. Practice responsible alcohol service, preparing and serving beverages in accordance to local liquor laws and regulations. Monitor adequate daily stock of bar ingredients and bar snacks including all alcoholic and non-alcoholic beverages. Provide food service at the bar including set up of cutlery, delivery of condiments, meal delivery, table maintenance and clearing dishes to dish area.

GUEST SERVICE AGENT

This position reports to the Guest Service Manager. An undergraduate degree in a hospitality, related discipline is strongly preferred. At least two (2) years experience in Front Desk/ Concierge/ Guest Services role in a luxury hotel environment is required. Proven ability to focus attention on guests needs, remaining calm and courteous at all times in a demanding and fast paced environment. Demonstrated ability to discern appropriate resolutions to ensure guest satisfaction is required. The ability to understand financial information and data, and to perform basic arithmetic functions Strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, public holidays and weekends is required.

Summary of Responsibilities: Demonstrate awareness of groups, events and activities happening in the hotel and direct guests to functions within hotel as required. Demonstrate awareness of and market special guest programs. Check guests in and out of the hotel. Confirm credit and payment method at check in and ensure full payment received at checkout. Log all guest requests and confirm completion. Using your engaging and outgoing interpersonal skills, establish positive relationships with guests to increase brand and property loyalty. Resolve guest concerns in a prompt and efficient manner, following correct documentation procedures and ensure managers and relevant departments are notified in a timely manner.

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.

FAIRMONT GOLD SUPERVISOR

This position reports to the Fairmont Gold Manager. 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.

HOUSEKEEPING SUPERVISOR

This position reports to the Executive Housekeeper. High school diploma required; Hospitality degree is an asset. At least 2 years housekeeping experience in a luxury hotel environment required. At least 1 year supervisory experience is preferred; basic training skills are required. Excellent communication and organizational skills. Ability to work well under pressure. Experience with Property Manager and Microsoft office suite of programmes is an asset. Demonstrated strong attention to detail and the ability to meet exacting standards

Summary of Responsibilities: Ensure cleanliness of guest corridors, rooms, and other specific areas of the hotel as assigned. Proactively identify potential day-to-day operational concerns, determine appropriate solutions and follow-up to ensure high service levels are maintained. Manage all aspects of Room Attendants' performance including the completion of annual performance reviews. Assist in the preparation of preventive housekeeping maintenance reports and analyses. Promptly respond to guest complaints and ensure appropriate follow up activities occur and all items are documented according to standard operating procedures.

SPA THERAPIST

Candidates must have Esthetician/Cosmetology license and/or a diploma in Beauty or Spa Therapy is required. At least 2 years' experience in massage and spa therapies in a luxury hotel environment is strongly preferred. Current First Aid and CPR certification is strongly preferred. Proven ability to focus attention on guests needs, remaining calm and courteous at all times. Strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, public holidays and weekends is required.

Summary of Responsibilities: Provide an exceptional guest service experience by performing massage and body treatments in minimum modalities of Swedish, Aromatherapy, Deep Tissue, Hot Stone, Body Scrub and Body Wrap in a professional and engaging manner. Perform skin care treatments utilizing facial machinery. Perform depilatory waxing services. Perform nail services including natural nail spa manicure, spa pedicure and gel nail services. Maintain a clean, hygienic and neat work environment at all times, ensuring all equipment is in safe working condition. Generate sales by recommending and/or up-selling products and services.

CONCIERGE AGENT

Candidates require at least 2 years' experience in a similar capacity or in a demanding guest facing role is required; experience in a luxury hotel environment is strongly preferred. Successful completion of the Bermuda Certified Tourism Ambassador (CTA) program is highly advantageous. Broad knowledge of Bermuda's culture, history and tourism offerings is required

Summary of Responsibilities: Establish positive relationships with guests to increase brand and property loyalty. Proactively share information about the Hotel and its history and services in an informative and engaging manner. Maintain frequent communications with guests prior to arrival to ensure strong personal connections with the Hotel are established. Provide guests with information pertaining to island features such as shopping, dining, nightlife, and sightseeing and recreational activities etc.

GROUP FITNESS INSTRUCTOR

Candidates must have at least 2 years' professional experience in exercise and/or dance instruction, in a luxury hotel environment is preferred. An undergraduate degree in exercise physiology or a relevant area is strongly preferred. Current First Aid and CPR certification is required.

Summary of Responsibilities: Provide an exceptional guest experience by teaching consistently high quality group fitness classes of all levels in disciplines of barre, yoga, HIIT, cardio, Stand Up Paddle Board. Assess guest level, abilities and injuries to address specific needs within class, offering one-on-one assistance within class as required.

ROOM ATTENDANT

Previous housekeeping experience in a luxury hotel environment is an asset. Excellent communication and organizational skills. 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. Ability to work well under pressure.

Summary of Responsibilities: Ensure guest rooms are cleaned to exacting Fairmont standards. Treat each and every Guest as a unique individual. Anticipate Guests' needs with thoughtful and personal touches. Resolve Guest problems and never saying "no" without offering an alternative. Be an ambassador for the Brand, Hotel, Community and Colleagues.

The closing date for receipt of applications is January 20, 2023

Apply online at
<https://careers.accor.com/global/en>

THEHAMILTONPRINCESS.COM

76 PITTS BAY ROAD, HAMILTON HM08 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).