

# 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 the following positions:

#### **ASSISTANT SPA MANAGER**

The Assistant Spa Manager is responsible for, but not limited to, assisting the Spa Manager with the management of the Spa operations. In addition, the direct functionality of the Assistant Spa Manager is to maintain all Training aspects of the Spa to ensure that they are Rosewood standard compliant. Some key responsibilities shall include but are not limited to:

Conducts all signature treatment training, scheduled and unplanned treatment training, as well as refresher training · Conducts retail and product prescription training · Trains all team members in LQA standards · Completes Spa and, Fitness Center tour to review standards, procedures and operational status · Oversees service and appearance of all equipment and follows up on maintenance requests · Implementing operation systems and monitoring the effectiveness · Must be willing to work a flexible schedule in order to accomplish all major responsibilities and tasks, including all weekends, holidays and additional hours as needed..

#### **Minimum Requirements:**

High school education. Professional treatment certifications CIDESCO, ITEC, City & Guilds, or equivalent certifications. Management/Leadership courses. A minimum of four years' experience with at least two years practical therapy experience and at least one year management supervisory experience in Spa Operations preferred. CPR and First Aid 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.

Supervises and directs housekeeping staff in their daily operations · 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 · Manages effectiveness and timeliness of housekeeping teams · Initiates, assigns, and follows up on daily projects for room attendants, public area attendants, housemen and turndown attendants · Conducts monthly probation reviews and yearly performance appraisals of designated associates with the Executive Housekeeper · Assists with departmental LQA initiatives and Associate Engagement Survey initiatives in the department · Ensure regular communications occur by conducting Rosewood Daily Reviews and by conducting monthly communication meetings with associates ·

#### **Minimum Requirements:**

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.

#### **GUEST SERVICES MANAGER**

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 key responsibilities shall include but are not limited to:

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.

Prepares weekly work schedules in accordance with staffing guidelines and labor forecasts. Adjust schedules throughout the week to meet the business demands. Ensure all associates are fully versed in all SOPs, standards and processes. Ensures all the SOPs, training plans and ITPs are up to date · Involve in recruitment, training of all new associates · Is fully conversant in the hotel's Emergency plans and to understand the role of all Front Office departments in all scenarios including but not limited to fire, storm, hurricane, evacuation and first aid procedures · Conducts monthly probation reviews and yearly performance appraisals of designated associates · Leads Forbes, LQA initiatives and Associate Engagement Survey initiatives in the department · Assists the Guest Experience Manager/ Front Office Manager to monitor the associates' interaction with guests, ensuring prompt and courteous service; resolve discrepancies with respective personnel

#### **Minimum Requirements:**

Any combination of education, training or experience that provides the required knowledge, skills and abilities. Minimum High School education, College Degree preferred. At least 1-2 years' experience as a Concierge Manager or Guest Relations/ Guest Services Manager. A foreign language is advantageous. Expert computer literacy in Microsoft Office (particularly Excel and/or Access) and a PMS

#### **ROOMS DIVISION MANAGER**

The successful candidate will be responsible and has the knowledge and experience to oversee the Front Office, Housekeeping & Laundry departments. The Rooms Division Manager will be responsible for ensuring the total satisfaction of all guests and ensuring that they enjoy a safe, comfortable stay beyond their expectations. Some key responsibilities shall include but are not limited to:

Directly oversee all operational aspects of the Rooms Division. Touch departments throughout various shifts and ensure proper coverage · Maintains complete knowledge of and complies with all Front Office departmental policies, service procedures, and standards as well as up-to-date Rosewood information and property facts · Designs and develop Rooms policies and operating budgets including, but not limited to staffing, forecasts and payroll costs · Monitors productivity guidelines for all Rooms departments, while maximizing profit · Establishes and implements quarterly objectives for Rooms managers · Prepares and maintains Rooms Division operating budget and monthly/weekly forecasts · Reviews all Guest Satisfaction feedback including Trust You and LQA surveys to identify areas to be celebrated and areas of opportunity for improvement and to bring about such improvements · Anticipates high/low occupancy periods and coordinates activities to maximize labor costs, efficiencies, maintenance/cleaning schedules, etc. · Must have a broad knowledge of the Hotel's market segments and client mixtures · Must be computer literate · Must be able to work well under pressure · Ability to maintain discretion and confidentiality of all guests and hotel information at all times.

#### **Minimum Requirements:**

Must possess strong interpersonal skills with an emphasis on professional communication and organization. College/University degree or equivalent work experience is preferred. Minimum five years' experience with at least two years' experience at the Senior management level in either Housekeeping or Front Office or well-rounded experience in a similar capacity in a luxury environment. Thorough knowledge of luxury service and guest expectations is preferred. Required to speak, read, and write English. Fluency in other languages is preferred.

#### **SPA DIRECTOR**

Responsible for managing and supervising all areas of the spa, fitness centre, hotel pools and retail, including its programs, services, hours of operation, facilities, and associates. Coordinates the delivery of spa services, including salon, skin care, fitness and wellness, massage, program coordinating, reservations, reception desk and locker room areas. As a department head, directs and works with the management team and hourly associates to successfully execute all the above operations. Strives to continually improve guest and Associate satisfaction and maximize the financial performance of the department. Some key responsibilities shall include but are not limited to:

Direct operations of the facility, including short- and long-range strategic planning so that the spa operates cost effectively and efficiently. Oversees retail product research, product selection and purchasing, product display · Ensure the establishment and execution of all departmental goals · Manage, train, and motivate all personnel reporting to this position · Identify new business and marketing opportunities Develops and manages promotions for Spa and retail, including gifting programs, gift with purchase, co-op marketing efforts and holiday events for members and locals. Leads LQA, Forbes and AES initiatives · Ensure that Rosewood Service standards are met by ensuring regular training is conducted per the Rosewood Training schedule and liaising with the property Training Manager · Ensuring regular communications occurs by conducting Rosewood Daily Reviews and by conducting monthly communication meetings with associates. Assist in the development of and adherence to all departmental emergency procedures · Administers associate probation reviews and annual performance reviews for all associates and leaders

#### **Minimum Requirements:**

2-year degree from an accredited university in Business Administration, Hotel and Restaurant Management, or related major; 4 years' experience in the spa, guest services, front desk, sales and marketing, or related professional area. Or 4-year bachelor's degree in Business Administration, Hotel and Restaurant Management, or related major; 2 years' experience in the spa, guest services, front desk, sales and marketing, or related professional area. CIDESCO, ITEC, City & Guilds, or equivalent certifications. CPR and First Aid preferred.

**Interested persons must complete an application via online - [www.rosewoodhotels.com](http://www.rosewoodhotels.com) under the careers section.**

**Closing Date for applications is: Friday, March 3<sup>rd</sup> 2023**

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

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