

THE Fairmont SOUTHAMPTON

Manager, Fairmont Gold

Fairmont Gold, the brand's exclusive lifestyle offering features warm and personalized service with amenities such as a private reception desk and a comfortable guest lounge. The Gold Floor is dedicated to a consistent high quality of service designed to meet the needs and expectations of the discriminating business executive and leisure traveler. The Gold Floor has an exclusive, dedicated and attentive management team that provides the finest level of service and commitment to hospitality excellence. Guests enjoy private check-in and check-out services in our Fairmont Gold reception area on the 6th floor. Guests can also access a comfortable private lounge with patio affording stunning views of the Great Sound and Hamilton. The lounge offers an honor bar, cocktail-hour hors d'oeuvres, juice and bottled water, and a complimentary deluxe continental breakfast daily.

Reporting to the Director of Operations, the Fairmont Gold Manager is responsible for ensuring the smooth and efficient operation of all aspects of the Fairmont Gold Operations, while consistently achieving exemplary guest service and adhering to Fairmont policies and procedures.

Duties and Responsibilities include but are not limited to:

- Daily supervision of the Fairmont Gold Operation to ensure the highest level of guest satisfaction and Fairmont Standards are followed at all times.
- Reviewing daily, Fairmont Gold reservations to ensure all guest requests are met
- Unparalleled attention to detail with respect to every facet of the operation
- Using the Fairmont Revenue Management philosophies to control the Fairmont Gold room inventory including upgrades, upsells, out of order rooms, sell outs, preventative maintenance and special room projects.
- Building a strong working relationship with the Front Office (front desk, concierge, bell/door and royal service) and Housekeeping departments to sell and promote Fairmont Gold within the hotel.
- Establishing and maintaining communication with all Fairmont Gold colleagues on a daily basis
- Providing strong and effective communication with all other departments, highlighting Fairmont Gold requirements to ensure the proper level of service to our guests
- Maintaining and providing clear, concise, and accurate information to guests about attractions, dining, special events, and other available services.
- Developing and maintaining contacts with counter parts in other Fairmont properties as well as other hotels and hospitality services in the area
- Maintaining and reporting deficiencies in the department and knowledge of all safety and emergency procedures
- Supervising all contributing colleagues who provide services to the Fairmont Gold area to ensure that the appropriate service levels are provided and achieved at all times
- Providing service that consistently exceeds our internal and external guest expectations always leading by example
- Maintaining financial accountability with labor costs and departmental expenses.
- Handling and resolving guests' complaints, including follow up in a timely manner and proper communication in the daily log.
- Actively seeking feedback from employees and guests, including follow-up and action to improve JD Power, EES, GSI and Richey results.

Qualifications:

- A minimum of 2 years, 4-diamond hotel concierge experience.
- An operational knowledge of Property Manager and Microsoft Office Suite required.
- Diploma or degree in Hospitality Management.
- An entrepreneurial spirit is essential
- Must be passionate about guest service, relentless in creating "wow" experiences
- Must be an innovator, with the mindset of constantly analyzing our product and services
- The ability to inspire a team to achieve the ultimate luxury experience is a prerequisite
- Impeccable presentation
- Previous experience in a supervisory or managerial capacity, with a proven record of exceeding guest expectations and commitment to guest service.
- Excellent leadership, written & verbal communications and interpersonal skills.
- Self-motivating with the initiative and ability to complete projects and tasks in a timely manner,
- Great organizational skills with a proven ability to work under pressure.
- Knowledge of a second language and its application in the hotel / hospitality industry would be an asset.
- Active member in good standing of Les Clefs D'Or is an asset

Applicants must be aware that irregular hours, split shifts and public holiday work will apply to this position.

If you are a self-starter, possess the above qualifications and experience and have a passion for providing memorable guest service, please forward your resume to:

Executive Director of Housekeeping

The successful candidate is required to have a proven background in housekeeping with demonstrated ability to drive guest satisfaction, financial results and colleague engagement. He/she must have the ability to motivate and lead a vibrant and diverse team while managing the cleanliness and performance standards of the property. The successful applicant will also oversee the Director of Laundry and Linen Services.

Duties and Responsibilities include but are not limited to:

- Ensure Fairmont Hotels & Resorts core standards are implemented and audited for consistency
- Develop and update Job Task Checklists and Standard Operating Procedures for all shifts and positions
- Maintain all Hotel guest rooms, public areas, and heart of the house area, ensuring that the highest standards of cleanliness are met
- Hire and train Housekeeping team to ensure a successful operation
- Measure, interpret and evaluate working standards and correct where necessary
- Ensure effective everyday communications, including coaching and performance management
- Create and maintain good working relationships within the department and with other departments such that a high level of morale is sustained
- Control all purchases for the department and is consistently aware of quality and cost
- Control department labor costs while ensuring effective scheduling, vacation planning and department productivity
- Responsible for the annual budget and the annual linen requisition
- Coordinate preventative maintenance programs with the Director of Engineering
- Oversee the retrieval, safekeeping and disbursement of all lost and found items consistent with company policy
- Conduct regular Housekeeping Meetings to keep employees informed of policies and procedures, special events, further improvement plans and Guest comments
- Suggest improvements to processes and policies that will benefit colleague productivity, costs, guest satisfaction (JD Power scores) and colleague engagement
- Keep informed of the housekeeping standards of competitor hotels
- Interact professionally with individuals outside the hotel, such as suppliers, contractors, labor relations representatives and competitors
- Ensure that all departmental reports and correspondence are completed punctually and accurately
- Has ultimate responsibility and accountability for safety training of all department employees and for the overall accident record of the department. Is responsible for taking necessary proactive steps to

- Accept responsibility for carrying out other management duties as requested by the General Manager and/or the Hotel Manager.

Qualifications:

- Previous management experience in Housekeeping is a requirement, preferably with a luxury hotel brand
- Proven ability to successfully lead, train and motivate colleagues is essential
- Must be highly organized, energetic and possess the ability to get the job done
- Strong administration, problem-solving and organizational skills as well as strong written and verbal communication skills
- Dynamic, energetic, creative and thrives under pressure
- Working knowledge of Outlook, Word and EXCEL
- Previous exposure to Front Office an asset

Assistant Executive Housekeeper

We are actively seeking motivated and dynamic self-starters to fill the roles of Assistant Housekeepers. The successful applicants will be responsible for the cleanliness of guestrooms, hallways, restrooms, lobby, and public areas and managing communication between front desk and housekeeping departments as well as between line staff and all members of the management team.

Duties and Responsibilities include but are not limited to:

- Reporting to the Director of Housekeeping the successful candidate will be involved in all aspects of the Housekeeping operations to include.
- Supervising and directing all activities of lobby, housemen colleagues assigned to their areas
- Responsibility for the departmental orientation and training of new housekeeping colleagues
- Assisting with the administration and management of Housekeeping operations as well as the organization and participation in monthly department communication meetings
- Assist in the inspection of all VIP rooms to ensure Fairmont Standards are adhered to Ensuring the highest standards of cleanliness are met in accordance with the Hotel standards, policies and procedures, maintaining an ongoing training program for the Housekeeping department and Handles guest complaints and follow through on action required
- Evaluating staff performance in collaboration with their direct supervisors; Coaching, counseling, and delivering corrective action as required, and assisting in effectively managing employee relations within the department.
- Planning and coordinating daily staffing needs and making any necessary changes, assisting in maintaining colleagues daily work hours and records
- Ensuring that par stocks (linens and amenity supplies) are maintained at specified levels, following up on any waste detected, and taking recurring corrections
- General office administration, including payroll, scheduling, ordering supplies and inventory control, preparation of the weekly schedule
- Other additional duties as assigned by management

Qualifications:

- A minimum of 2 years of Housekeeping Supervisory experience required.
- Must have knowledge of the entire housekeeping operation including payroll, cost controls, scheduling, inventory control, ordering, colleague coaching & counseling and performance reviews.
- Previous management/supervisory experience required with the ability to work well under pressure.
- Excellent oral and written communication skills
- Proficiency with Property Manager and Microsoft Office products combined with strong organizational and communication skills.
- Training experience an asset

Director, Discover Bermuda

We are looking for an individual who is highly motivated, creative and a strong leader who is able to manage large volumes of group destination services including site inspections, transportation, activities, theme parties, event décor and tours. The candidate will develop business plans, sales and marketing materials, create profitable vendor relationships and manage the Discover Bermuda team.

Duties and Responsibilities include but are not limited to:

- Developing and Maintaining Sales and Marketing Strategy in line with Global & Corporate Fairmont Objectives
- Developing Highly Creative Proposals, maximizing customer satisfaction
- Supervising and managing the destination Services Department as a service oriented component of the hotel
- Hiring, Training and Coaching Leaders and employees
- Creating, modifying and delivering unique themed events using new exciting venues and partnerships, and expanding product line.
- Developing sales and marketing collateral including Web site design.
- Creating profitable vendor contracts and relationships.
- Contacting tentative/definite groups to offer assistance in activity planning.
- Participating in all site inspections.
- Developing and cost proposals to clients and manage the event process through its successful completion.
- Budgeting and forecasting departmental revenues.
- Reviewing and approving charges from suppliers used for tour or other activities.
- Providing a written review of monthly profit and loss reports.
- Creating and seek out new ideas for activities.

Qualifications:

- Previous experience as Owner / Operator of a DMC Company or Director in a 4 star or better large Hotel Destination Services department
- Experience in Hotel Sales & Marketing in a 4 Diamond Property an asset.
- Proven ability leading a team towards achieving & exceeding departmental goals
- Degree or diploma in Hotel/Restaurant Management or related discipline an asset
- Previously demonstrated leadership skills supporting an environment of colleague growth and development, interdepartmental teamwork and exceptional customer service
- Computer literate with Delphi, Microsoft Excel & Microsoft Word
- Excellent interpersonal and communication skills, including written, verbal and presentation skills
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Proven ability to successfully create events and develop themes (including purchasing or sourcing of all equipment, props, vendor services... complete costing of all aspects of the event).
- Must be able to provide at least 3 Corporate Client Referral Letters.
- Must be able to provide samples of Destination Service documents to support experience such as Client Contracts and Manifests and explain the Destination Service Process.
- Must be able to prepare multiple contracts in a timely manner

The Human Resources Department
The Fairmont Southampton
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e-mail: SHP.jobsearch@fairmont.com
or apply in person on the Mezzanine Level

Closing Date: September 19, 2011