

Bermuda's Premier Resort Hotel

Director of Laundry/Linen Services

We are seeking a dynamic, enthusiastic, energetic and highly motivated individual to be an integral member of the hotel's management team and to lead our Laundry & Valet Team.

Reporting to the Hotel Manager, the successful candidate will be responsible for, but not limited to, the following:

- Leadership of the laundry and valet departments
- Ensure the highest level of cleanliness in accordance with Fairmont Hotels and Resorts standards, policies and procedures
 - Effectively leading employee relations within the laundry and valet departments
- Maintain payroll records and scheduling of staff
- Maintain inventory and equipment operations
- Ensure good communication and relations with suppliers
- Handle guest complaints and follow up on action required Conduct monthly communication meetings and ensure effective employee performance
- management
- Ensure the health and safety of all employees and guests Promote team work within the department and ensure strong interdepartmental relationships
- Planning, scheduling and hiring of all colleagues
- Train, coach and develop staff in accordance with hotel standards to ensure the best quality of service is offered to our internal and external guests Create, maintain and liaise with Laundry Mechanic to ensure effective preventive
- maintenance program of all equipment and timely repairs
- Ensure the prompt, courteous pick-up and delivery of guest laundry
- Prepare the annual Laundry operating budget including revenue streams, labor costs and operating supplies
- Conduct monthly Rooms and Food & Beverage linen inventories and in conjunction with
- the Rooms Division and Food & Beverage Division Managers place quarterly orders to ensure adequate supplies based on business levels
- Manage and enforce all Hotel policies and procedures Maintains close and effective working relationships with all other Departments to ensure
- the J.D. Powers target is achieved.
- Qualifications: A Hospitality Diploma an asset

- Minimum 2 5 years experience in a management role in a similar position
- Demonstrated knowledge of laundry machines and cleaning products for the laundry and
- Proven superior supervisory and training skills essential Proven organizational, communication and interpersonal skills including excellent verbal
- and written communication skills
- Sound technical judgment and a capacity for innovation
- Well-developed problem solving and leadership skills
- Ability to effectively review, assess and modify work as needed to ensure continual progress towards desired results
- Ability to handle multiple projects concurrently with a focus on results
- Proficiency in Microsoft PowerPoint, Word, and Excel Demonstrated commitment to continuous improvement with current knowledge on
- cutting edge technologies
- Excellent team work skills and high level of initiative essential.
- Manager, Internet Marketing
- We are looking for a creative communications professional to develop and execute a social media strategy, while enhancing our presence and positioning throughout all online

environments. Reporting to the Regional Director of Sales and Marketing the successful candidate will be responsible for, but not limited to, the following:

Execute social media strategies, developing specific methods to generate awareness, engagement, and e-commerce conversion through social media.

- Nurture and manage interactive buzz, focusing on blogs and social media sites (such as Facebook, Twitter, YouTube, Vimeo, Flickr) and branded online communities (such as
- Everyonesanoriginal.com) to generate positive exposure. Identify opportunities to drive revenue by fully leveraging capabilities of social media platforms Support affiliate marketing initiatives through editorial and content management of key
- websites and campaigns Author creative messaging and/or copywriting for online communications and partner
- referral websites Devise and implement e-mail campaigns to enhance guest customer relationship
- management (CRM) in both local and international markets
- $Provide\ regular\ reports\ to\ stakeholders\ on\ campaigns\ and\ social\ media\ metrics$ Following the mandated process, coordinate all communications between internal
- departments to meet social media targets and deadlines
- Research and report on competitive presence in social media and relevant emerging trends/technologies to advance brand presence
- Support in creating/updating social media conversation calendar Execute daily maintenance for all social media presence, including Facebook, Twitter, and
- any future channels, including visual updates, handling incoming responses, composing Fairmont Bermuda messages as needed Liaise with Digital Search Agency to optimize our presence across all search engines Edit/proofread/content manage brand.com online presence
- Monitor and respond to Key Travel Sites through leveraging Hotel Reputation platforms
- Qualifications:
- The ideal candidate will be an enthusiastic social marketing authority, a superior creative
- copywriter, with a customer service background and someone who has successfully
- demonstrated "buzz generation" employing social media marketing tactics
- Must be passionately in tune with latest social media developments, online behavior and
- trends within the technology and hospitality industries
- Bachelor's degree (B.A.) from four-year college or university in Marketing & or Communications required.
- 2 4 years experience in digital marketing/communications, including social media Familiar with all major forms of social media and interactive marketing, and has actively
- cultivated his/her own network on multiple social media sites
- Excellent presentation and writing skills, including creative copywriting
- Analytically strong with proven ability to demonstrate data interpretation
- Fundamental understanding of SEO and SEM Proficiency in Microsoft PowerPoint, Word, and Excel
- Self-motivated, requiring minimal supervision in a fast-moving environment Problem solver, and ability to think "outside of the box"
- If you are interested in meeting these exciting challenges, please submit your resume and

references to: Human Resources Department

> P.O. Box HM 1379, Hamilton HM FX Fax: 238-0680

The Fairmont Southampton

E-mail: SHP.Jobsearch@fairmont.com Or apply in person on the Mezzanine Level

Closing date: September 23, 2011