



THE
Fairmont
HAMILTON PRINCESS
BERMUDA

Closing date: October 7th, 2011

The "Princess" has been the Grande Dame of Bermuda's hotels ever since it opened her doors on January 1, 1885. If you are a career-minded, energetic, team oriented individual, than we want you on our team. The Fairmont Hamilton Princess currently has the following positions available for immediate placement:

ASSISTANT EXECUTIVE HOUSEKEEPER

We are currently seeking an Assistant Executive Housekeeper to join our Housekeeping Team. Reporting to the Executive Housekeeper the Assistant Executive Housekeeper will assist with the administration and management of Housekeeping operations.

Responsibilities:

- Serving as a close liaison with the front desk, engineering and the food and beverage department in related tasks.
- Ensuring the highest standards of cleanliness in accordance with Fairmont standards, policies and procedures.
- Assisting with effectively managing employee relations within the department.
- Responsible for the lost and found procedures and handling guest complaints and follow through on action required.
- General office administration which includes payroll, scheduling ordering supplies and inventory control.
- Maintaining inventory of guest amenities and employee equipment.
- Conducting employee performance reviews in conjunction with the Executive Housekeeper.
- Assisting in the organization and actively participated in the monthly department communication meetings.
- Ensuring the health and safety of all employees and guests and assuming the operation of the department in the absence of the Executive Housekeeper.

Qualifications:

- University degree or Hotel Management Diploma preferred.
- Minimum 3-4 years previous experience in a Housekeeping supervisory capacity would be advantageous.
- Knowledge of the Property Manager.
- Strong organizational and administration skills.
- Excellent communication skills, both written and verbal.
- Ability to work in a fast paced, changing environment.

NIGHT AUDIT/NIGHT MANAGER

We are currently looking for a Night Auditor/Night Manager to join our Front Office Management Team who will be responsible for the day-to-day Supervision of all night employees as well as the following:

Responsibilities:

- Scheduling and implementing training plans
- Providing service that consistently exceeds our internal and external guest expectations
- Handling and resolving guests complaints, including follow up in a timely manner
- Liaising with all Departments to ensure Fairmont standards are upheld
- Effectively communicating and implementing new policies/procedures for all departments
- Actively seeking feedback from employees & guests, taking action to improve guest satisfaction scores.

Qualifications:

- A Minimum of two years Front Office Supervisory or Management experience preferred
- Post secondary education in Hotel Management or equivalent an asset
- Must be a strong team player with proven leadership, development, delegating and planning skills
- Should be highly organized, results oriented with the ability to be work well under pressure
- Must be creative, possess proven initiative with the desire to learn and develop
- Computer literacy required: Windows 95, Word, Excel and PMS

**If you are interested in meeting the exciting challenges described above,
please forward your resume to:**

**The Human Resources Manager, Fairmont Hamilton Princess
P.O. Box HM 837, Hamilton HM CX
or email: ham.jobsearch@fairmont.com**