



We are looking for friendly, dynamic individuals to join and enhance The Reefs' team for our 2012 Season, who are able to offer outstanding customer service, and are flexible to work shifts, weekends and public holidays.

### **Front Office Supervisor**

A highly motivated, organized and guest orientated individual is required. This challenging position requires a friendly disposition, positive manner, high degree of self-motivation and the ability to adapt to and perform multi tasks and duties. This position involves the ability to operate a busy Front Office ensuring flawless execution to the highest standards of guest service. Major responsibilities include but not limited to: Supervision of daily operations of Front Office, preparation of departmental schedules and payroll, preparation of weekly and monthly forecast reports, recruitment, training and continuous development of staff, planning and successful execution of groups and special events.

Minimum of 2 years' experience as a supervisor within the Front Office environment, possessing a working knowledge of all other departmental hotel operations. Proven track record of organizational skills, forward thinking, excellent time management and the ability to plan and direct the daily operations of a busy department. Computer literacy in PC based environment and knowledge of Excel is essential. Candidates with knowledge of Springer Miller Property Management System will be given preference

### **Guest Service Agents**

This position involves one of the first points of guest contact and is key to starting the guest's vacation on a welcoming note. Applicants must be friendly, have an outgoing, positive manner and a big smile with an excellent knowledge of Bermuda. Applicants must have a high school diploma or equivalent, good communication skills and be well-groomed and neat in appearance. Duties include but are not limited to: PBX, cashiering, concierge, reservations for rooms and restaurants. A basic knowledge of computers is required. Minimum two years' previous experience at a front desk or concierge is preferred.

### **Spa Manager**

We are looking for an experienced spa professional to lead our spa—La Serena. The spa manager will be responsible for developing and maintaining excellent service standards; reach financial and operational goals by managing expenditures to ensure a profitable department, developing and implementing products and services for guests and clients, initiating and implementing marketing and sales activities and managing the department's human resources, as well as overseeing technical systems, hygiene, safety and appearance of the spa. Applicants must be a qualified beauty therapist with a minimum of 5 years' experience in that role as they will be expected to spend part of their time giving treatments. The successful applicant will have a minimum of two years' spa management experience; experience working with *Spa Soft* and knowledge of Elemis product and protocols preferred. Experience with cost controls, payroll, inventory, and purchasing. Knowledge in training, SOP creation and implementation, menu development, retailing, and imaging a must.

### **Beauty Therapists**

Our La Serena Spa requires full-time and seasonal beauty therapists. Applicants must hold an International certificate and have a minimum of 2 years' experience. Treatments to include manicures, pedicures, facials, massage and body treatments. Experience with CACI, microdermabrasion and Elemis products and protocols is preferred. Must be a team player and help ensure the spa is kept in immaculate condition for our clients. A friendly, outgoing attitude is essential with a neat and professional appearance. The applicant's hours will be rotational between 8am and 8pm.

### **Massage Therapists**

Our La Serena Spa requires full-time and seasonal massage therapists. Applicants must hold an International certificate and have a minimum of 2 years' experience. Experience in two of the following is essential but not limited to: Stone Thermal Therapy, Reflexology, Bamboo Massage, Deep Tissue, Traditional Thai Massage, etc. Experience with Elemis products and protocols is preferred. Must be a team player and help ensure the spa is kept in immaculate condition for our clients. A friendly, outgoing attitude is essential with a neat and professional appearance. The applicant's hours will be rotational between 8am and 8 pm.

### **Assistant Maitre d'**

We require a well-trained, dynamic and service oriented professional with at least 3 years' work experience to work and supervise in our restaurants. This position demands a skilled individual with a positive, outgoing personality, a professional demeanor and experience in training. The successful applicant will be responsible for ensuring our guests receive high levels of Food and Beverage service. S/he will have wine knowledge and POS experience (Micros preferred). This position also involves supervising 3 bars; service, inventory, ordering, stocking, etc.

### **Bartenders**

We require full-time and part-time experienced bartenders. Applicants must have good knowledge of wines and drink recipes. Applicants must have a completed a course in bartending and be TIPS® certified. Successful applicants must be prepared to offer exceptional service to our guests, have a neat appearance, and a friendly, positive manner. S/he must have a working knowledge of POS Systems and the ability to assist with inventory, place orders for stock, and balance work and cash at the end of the shift.

### **Food and Beverage Servers**

We require well-trained professionals with at least two years' experience to work in our restaurants. The successful applicants will be required to assist in all aspects of guest service, ensuring total guest satisfaction with the ability to interact with our guests and co-workers in a friendly, enthusiastic and outgoing manner. Must have a thorough knowledge of food terminology, food service techniques and sanitation standards. S/he will need to be proficient in using point-of-sale equipment and capable of high standards of food and beverage service, wine sales and service and be responsible for routine side-work; opening, service, closing functions, and checklists.

### **Executive Chef**

The Executive Chef will be responsible for directing and training of culinary staff and all other kitchen workers. This position demands creativity and the ability to maintain the highest of culinary standards.

Responsibility for purchasing food; menu development, maintaining approved food cost, controlling labour costs, budgeting, managing all aspects of daily kitchen operations, including personnel and quality of preparation/production in our kitchens in accordance with The Reefs' standards. Expedite in kitchen as required. Ensure quality preparation and presentation, with the ability to assist on the line when needed. Must be familiar with current culinary trends and innovations, health regulations, training, and employee development. Actively participate in the marketing of the F&B outlets. Ensure that all kitchen safety and sanitation standards are consistently maintained. Ensuring SOP's are updated and created as needed to ensure the smooth running of all food and beverage outlets. Assume Manager on Duty role when needed. Applicants must have: extensive culinary background managing back of house in a hotel or restaurant, demonstrated ability to effectively interact with diverse cultural staff, proven track record in food cost and labour cost controls, ability to produce and maintain departmental budgets, minimum of at least 5 years' experience in a similar management position and has previously held a similar position in a 4 Diamond property. A culinary degree and multi-national experience desirable.

### **Executive Sous Chef**

We require a well trained professional with at least 2 years' experience. Applicants must have completed an education in the culinary arts and have gained experience in all areas of food presentation, cooking, and presentation. They must have knowledge of sanitation practices, quality control, recipe interpretation and prep duties and handle the more complex cooking assignments to ensure a high quality product. Experience with word-processing and spreadsheet is a must. Responsibilities include but are not limited to: training and development of staff, assisting in the effective supervision of the entire kitchen operation for various outlets, ordering food products, assisting with menu development, ensuring that food and labour costs are in line with the budget, assisting with the scheduling of staff, reviewing kitchen operations and making recommendations for improvement in the food production areas.

### **Pastry Chefs**

We require well trained professionals with at least 2 years' experience. Applicants must have completed an education in the culinary arts with an emphasis in pastry and baking and the ability to create and pair new pastry and dessert recipes with the resort's various menus. Responsibilities include but are not limited to: daily preparation and production of pastries, breads, and desserts for all à la carte menus, as well as banquets, buffets, parties, etc. with an emphasis on taste, variety, quality and appearance.

### **Chefs de Partie**

We require well-trained professionals with at least 2 years' experience to work in our kitchens. Applicants must have completed an education in the culinary arts and have gained experience in all areas of food preparation, cooking and presentation. A clean and neat appearance is required. References are required from previous employers attesting to your experience and abilities.

### **Kitchen Porters**

We are looking for reliable kitchen porters with a positive attitude. Duties include but are not limited to: heavy lifting, dish and pot washing, maintaining staff cafeteria, kitchen equipment cleaning, sweeping, mopping, disposal of garbage and delivering products from our main kitchen to satellite kitchens.

### **Room Attendants**

We require mature, dependable and trustworthy individuals with exceptional guest relations. Applicants must be physically fit, energetic, have an eye for detail, and the ability to work with minimal supervision to the standards of the hotel. Previous experience preferred, however, training will be offered to an enthusiastic candidate who exhibits a 'can do' attitude. Full time, on call, and seasonal positions available.

### **Club Room Attendants**

We require mature, dependable and trustworthy individuals with exceptional guest relations. The Club room attendants will be responsible for sweeping, mopping, and cleaning entire residences to include bedrooms, bathrooms, living rooms, kitchens and patios. Applicants must be physically fit, energetic, have an eye for detail and the ability to work with minimal supervision to the standards of The Club. Previous experience preferred, however, training will be offered to an enthusiastic candidate who exhibits a 'can do' attitude.

### **Night Maids**

This is a part-time position working evenings in the hotel and requires a friendly individual who can work with minimal supervision. Tasks to include: turndown beds, replenishing amenities in our guest rooms, cleaning rooms, and other housekeeping tasks. Applicants must be physically fit and willing to work to the standards of the hotel. Previous experience is preferred.

### **Carpenters/Handymen**

We require carpenter/handymen who know their trade and product. A sound knowledge of furniture restoration is essential. Applicants must provide references ascertaining their quality of finished work and experience. Experience with plumbing, electrical, painting and masonry is an asset. A minimum of 3 years' experience required. Applicants must be capable of working on their own initiative, be self-motivated and be prepared to work as part of the maintenance team. You will be required to be on a rotational call list to assist guests with room maintenance issues. Shifts will be between 8am and 11pm in-season.

### **Millwright**

We are seeking a self-motivated, qualified individual for installation, maintenance and service repair for all related mechanical equipment. This includes vehicles, laundry equipment, air-conditioning, pumps, gas and electric welding. Must have a minimum of four years' experience, be a self-starter and be highly productive without requiring constant supervision and have the ability to work to tight deadlines.

The successful applicant must have good interpersonal skills and be able to communicate effectively and courteously with guests and fellow colleagues. This position calls for the lifting of heavy equipment and furniture.

### **Seasonal Beach Staff**

We are seeking seasonal applicants responsible for the daily opening, maintaining and closing of the beach and pools. This will include but is not limited to: daily set up and breakdown of loungers, chairs, tables, and umbrellas; keeping all areas stocked with towels and water; maintaining cleanliness of each area, and food and beverage service. Applicants must be friendly, have an outgoing, positive manner, a big smile, with an excellent knowledge of Bermuda. Must be 18 years or older and able to do heavy lifting.

*If you are vibrant, possess lots of energy, willing to go the extra mile and have a love of tourism and Bermuda – please apply.*

Please collect an application from our Front Desk at 56 South Shore Road, Southampton

or contact [humanresources@thereefs.bm](mailto:humanresources@thereefs.bm). Closing date 24th October 2012

Please include two employment and character references

The Reefs like other establishments in Bermuda has a 'Drugs and Alcohol Don't Work Here Policy' and is an equal opportunity employer.