



### **Bermuda's Premier Resort Hotel**

Reigning from atop Bermuda's highest point, over a majestic 100 acre estate, The Fairmont Southampton is located on the southern shore of Bermuda. The Fairmont Southampton has been the island's premier luxury resort since it's opening in 1972 and is regarded as a leader in the hospitality industry on the island

#### **Spa Director**

Reporting to the General Manager of The Fairmont Southampton and to the General Manager, Fairmont Spas Inc., the successful candidate will be responsible for, but not limited to, the following:

- Involvement in the training of the brand standards and training package, treatment protocols and the design of property-specific treatments and rituals
- Ensuring the operations and experiences are consistent with the spa brand standards
- Assisting with the marketing and sales programs on a local and international level
- Developing and promoting all hotel and spa packages and promotions on an ongoing basis
- Developing a 12-month marketing and public relations program
- Annual budget and ongoing business analysis
- Monitoring and measuring the spa's actual performance to budget
- Reviewing expenditures to ensure they are in keeping within operating budgets
- Establishing professional business relationships with all vendors and internal departments
- Ensuring maintenance and development of all product inventories
- Meeting with group meeting planners to tour spa facility and to promote and sell customized spa programs to conference groups as required
- Manage and maintain the facility's staffing plans, and administer the hiring, training and motivation of a staff of 60+ employees
- Fostering good working relationships and open communication with guests and staff throughout the resort

#### **Qualifications:**

- Minimum of 5 years' experience in a management position at a Resort Spa or in a related field with a proven track record of successful results
- Highly motivated self-starter with a strong drive
- Takes the initiative and has the ability to motivate his/her team in order to get the job done
- Proven innovative and entrepreneurial skills
- Ability to combine commitment to excellence with an eye on the bottom line results
- Expertise in training, developing, motivating and managing a multi-cultural staff of all ages and levels of expertise
- Team player, who embodies a high level of team spirit and loyalty
- A Bachelor's Degree in a related field and experience in the hospitality industry would be an asset

#### **Willow Stream Assistant Spa Director**

We are actively seeking an outgoing and enthusiastic Assistant Spa Director for the Willow Stream Spa. Reporting to the Executive Director, Spa and Leisure, the successful candidate will be responsible for, but not limited to, the following:

- Assisting Spa Director in the training of the brand standards and training package, treatment protocols and the design of property specific treatments and rituals
- Ensuring the operations and experiences are consistent with the spa brand standards
- Assisting Spa Director with the marketing and sales programs on a local and international level
- Developing and promoting all hotel and spa packages and promotions on an ongoing basis
- Assisting Spa Director in developing a 12 month marketing and public relations program
- Assisting Spa Director in the development of the annual budget and on going business analysis
- Assisting with the monitoring and measuring the spa's actual performance to budget
- Reviewing expenditures to ensure they are in keeping within operating budgets
- Establishing professional business relationships with all vendors and internal departments
- Ensuring development of all product inventories
- Touring prospective spa clients, building relationships with both individuals and groups and presenting the facility in the best light. Meeting with group meeting planners to tour the spa facility and to promote and sell customized spa programs to conference groups as required
- Assisting Spa Director to build a world-class team and to develop the facility's staffing plans, administer the hiring, training and motivation of a staff of 60+ employees
- Fostering good working relationships and open communication with guests and staff throughout the resort
- Reviewing spa payroll and daily productivity
- Ensuring the cleanliness and maintenance of the spa facility to a five diamond standard.
- Spa Membership sales and retention
- Act as Spa Director in his/her absence

#### **Qualifications:**

- A Bachelor's Degree in a related field and experience in the hospitality industry would be an asset
- A minimum of 4 years experience in a Spa management position required in which 2 years must have been in a senior managerial level as Spa Assistant or Spa Manager, preferably at a hotel resort or health facility with a proven track record of successful results.
- A minimum of 4 years experience in a Windows based Spa operating software system (spa booking and management tool)
- A minimum of 4 years experience in a spa customer service related environment with basic accounting skills, computer literacy in WordPerfect 6.0, Lotus 123 or Word and Excel preferred.
- Previous experience in Spa training, developing, motivating and managing a multi-cultural staff of all ages and levels of expertise
- Must possess a working knowledge of Spa Operations and treatments in all applicable department i.e. Salon Services and Products, Massage Modalities, Skin Care, Aesthetic Services and Fitness
- Experience in overseeing a Spa staff of at least 25, including salon, aestheticians, massage therapist, administration and attendants.
- Experienced in Spa business management skills, able to assist in preparing a budget and understand P&L.
- Spa Retail experience with inventories levels and retail sales promotions
- Excellent oral and written communication skills are required
- Proven experience with the creation and implementation of spa revenue enhancements
- Experience in managing and processing spa payroll
- Team player, who embodies a high level of team spirit and loyalty

#### **Food & Beverage Servers (Full Time, Seasonal, Part Time, On Call)**

We are actively seeking friendly and outgoing individuals to provide outstanding food and beverage service. We need dynamic personalities, who thrive on a fast paced environment, are responsible and reliable and genuinely enjoy exceeding guest expectations. Start date for these positions will be in 2012.

#### **Qualifications, Skills & Experience:**

- Must have a minimum of 2 years experience in a high volume restaurant (not fast food) or a minimum of 1 years experience in a 4 Diamond Resort Food and Beverage Operation
- Must work well in a team environment
- Must be fully conversant with self-cashiering on MICROS or similar systems
- Flexible in his/her scheduling, prepared to work weekends and public holidays

#### **Food & Beverage Server Trainees**

The successful candidates would be responsible for ensuring the cleanliness of the food service work stations, resetting and clearing tables and assisting F&B Servers whenever necessary. This is an entry-level position with opportunity for upward mobility. Only applicants with a desire to further their career in the hospitality industry should apply.

**Human Resources Department  
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E-mail: [SHPJobsearch@fairmont.com](mailto:SHPJobsearch@fairmont.com)  
Or apply in person on the Mezzanine Level**

**Closing date: October 21, 2011**