EMPLOYER JOB ORDER FORM

<table>
<thead>
<tr>
<th>JOB TITLE</th>
<th>JOB ID</th>
<th>OPEN DATE</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Night Manager</td>
<td>17670</td>
<td>01/10/2020</td>
<td>San Jose</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HOURS/WEEK</th>
<th>SALARY</th>
<th>WORKDAYS</th>
<th>SHIFT/HOURS</th>
<th>REQUIRED EDUCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>40 - 40</td>
<td>$24 - $DOE</td>
<td>Various</td>
<td>Various</td>
<td>Other - College Degree Preferred</td>
</tr>
</tbody>
</table>

REQUIRED FOR POSITION
Background Check

JOB DESCRIPTION

Hotel Overview:

Refined elegance and sophistication flow into each of the 808 well-appointed non-smoking deluxe guest rooms and suites at The Fairmont San Jose. Located near Silicon Valley in Northern California, this 20-story two tower masterpiece caters to discerning and well-traveled business professionals who expect impeccable quality from their accommodations.

Night Manager

Fairmont Hotels & Resorts thrives on the commitment of our Colleagues who model our values of Respect, Integrity, Teamwork and Empowerment. Apply your attention to detail, your desire of creating memorable experiences, and your passion for service excellence as Night Manager.

Summary of Responsibilities:

Reporting to the Front Office Manager at Fairmont San Jose, responsibilities and essential job functions include but are not limited to the following:

- Provide leadership support to Reception, Royal Service and Guest Services in the daily operational duties for these areas
- Consistently offer professional, friendly and engaging service
- Communicate through pre-shift logs, emails and departmental meetings all pertinent information for the respective shift and areas of operation
- Train colleagues on service standards and technological skills to allow them to perform to the best of their abilities
- Manage room inventory according to guest preferences and availability
- Process and organize relocations on over committed nights
- Handle guest recovery and follow through on all guest requests
- Assist guests regarding hotel facilities in an informative and helpful way
• Follow and support department policies, procedures and service standards

• Be completely knowledgeable, and manage all health and safety policies and procedures ensuring the well being of our guests, colleagues and property.

• Serve as an information source regarding the hotels and surrounding areas

• Work with fellow colleagues throughout the hotels’ in a cooperative and friendly manner, as to develop team spirit.

• Maintain a neat and organized work area

• Balance and audit all postings and settlements

• Process all night audit responsibilities

• Ensure the current day’s revenue balances are reconciled

• Process credit card settlement

• Close and roll the date in Opera

• Follow up on any PH accounts

• Prepare and distribute daily management reports as required

• Prepare shift briefing for morning colleagues advising of any important information related to guests or events.

• Complete the update process on the front office system per established system guidelines

• Complete system back-ups as required

• Assist residents by performing all requests including valet parking, luggage handling, concierge inquiries as well as housekeeping requests

• Perform other duties as assigned by the Front Office Leadership team

3 TO 5 KEY SKILL SETS REQUIRED
Qualifications:

• Previous front office experience required

• Previous accounting experience would be an asset.

• Solid knowledge of front office, night audit and accounting procedures.

• Computer proficient in Microsoft Windows applications required

• Strong hospitality computer skills, especially knowledge of Opera Property Management System, Protobase and Micros
• University/College degree in a related discipline an asset

• Excellent communication and organizational skills

• Strong interpersonal and problem solving abilities

• Highly responsible & reliable

• Ability to work cohesively as part of a team

• Ability to focus attention on guest needs, remaining calm and courteous at all times

• Previous experience as a Reception Supervisor / Manager in a similar size property an asset

• Multi-tasker

• Ability to work variable shifts including overnights with flexible weekly schedule

Visa Requirements: Applicant must provide proof of eligibility to work in the United States