



June 10, 2010

Duty Manager
Reporting to Front Office Manager
Crowne Plaza Ottawa, Ottawa ON
Permanent, Full-Time
Flexible availability (varied shifts, days, evenings, and holidays)

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What's In It for You?

- Join our family of supportive team mates who are passionate about service
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- Industry leading development and training programs
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- We are lively! Come have some fun with us!

We are looking for a Duty Manager at Crowne Plaza in Ottawa, Ontario.

In the role as a Duty Manager, under general direction of the Front Office Manager, you will be responsible for achieving the highest level of guest satisfaction by ensuring a consistently impeccable level of service by all Front Office personnel, while achieving maximum occupancy and profitability (including Front Desk, Bell Service, and switchboard)

Duties & Responsibilities:

- Provides daily operational supervision and departmental relief with emphasis on the Front Desk operation; as well as establishing an environment of empowerment for Guest Service Agents with respect to stay-over's, walk-ins, and future availability.
- Responsible for supervision and the day to day smooth operation of the Bell Service department, ensuring guests receive prompt and courteous service.
- Ensures the efficient handling of tour luggage and guests requests during this time.
- In conjunction with the Front-Office Manager, responsible for providing continuous assistance with the recruitment, selection, training, evaluating, scheduling and supervising of all Bell Service, Front Desk and switchboard staff; all in accordance with company standards and procedures.
- Maintains a high level of morale by keeping a two-way line of communication open at all levels.
- In the absence of the Front-Office Manager cooperates, coordinates, and communicates with the Hotel Manager and other Department heads as required.
- Acts on behalf of Senior Management in their absence. (During evening, weekend and/or holidays/statutory holidays).
- Assist the Front-Office Manager with the maintaining of Time & Attendance payroll records and submit to Accounting in a timely basis.
- Provides operational supervision of the Opera, Call Accounting, Micros and Uican Key Lock System, in the absence of the Front-Office Manager.
- Provides on-the-spot authority in the hotel; takes immediate action on complaints or failures in hotel operations in the absence of the Front-Office Manager.
- Conducts daily inspection of all public areas, interior and exterior of hotel building, to ensure their required standards, namely, cleanliness, maintenance, security and safety.
- Acts as a key member in case of any emergencies.
- Make maintenance requests when corrective action is required and ensures proper follow-up.
- Conducts regular inspections of guest rooms, guest floors, staircases, etc., to ensure their required standards.



- Conducts final inspections of all new arrival VIP guestrooms each morning to ensure their required standards.
- Greets and escorts designated VIP guest upon arrival to their rooms. In situations that this might not be possible, he/she is responsible to call VIP guest in their rooms within 20 minutes of their arrival.
- Spot-checks all outlets at regular intervals without interfering with the actual operation, unless absolutely necessary.
- Logs all events and incidents in the Manager's logbook.
- Reads the Manager's logbook before commencing work and follow-up on any items required during the shift.
- Works closely with the Front-Office Manager and Reservation Manager in full house situations and makes necessary arrangements in case of "turn-aways".
- Handles direct billing requests and the cashing of personal checks during the unavailability of the Front Desk Manager/Accounting Office, and collects outstanding accounts if necessary as well as other credit related duties.
- Ensures that Incident reports (both for Guests, Associates, and/or Property) i.e., lost/stolen property, accidents, insurance are completed properly and distributed to the Executive Office.

Preferred Education & Qualifications:

- English/French language preferred; additional languages beneficial
- Two years previous supervisory/management experience essential
- Ability to motivate in a team environment and set a good example
- Two years previous Front Office experience required
- Exceptional ability in handling guest concerns/crisis situations
- Professional, problem-solver, decisive, confident, mature, reliable
- Excellent organization and communication skills
- Attention to detail, strong initiative, positive team leader
- Computer knowledge essential; Fidelio and Micros programs beneficial
- Multi-tasker, quick thinker, works well under pressure

If you are interested in joining the liveliest hotels in Canada, each with their own unique sense of place then we want to hear from you!

Apply by June 16, 2010 or contact us at:

Colin Symonds
613-237-3600 ext. 6234
www.silverbirchhotels.com

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