



August 10, 2010

**Guest Services Manager  
Lethbridge Lodge Hotel & Conference Centre  
Lethbridge, Alberta  
Full Time; Permanent**

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**What's In It for You?**

- Join our family of supportive team mates who are passionate about service
- "The Perks" including hotel and restaurant discounts
- Growth opportunities within a national multi-brand hotel company
- Industry leading development and training programs
- Learn and collaborate with the best in the industry
- Proud to be Canadian
- We are lively! Come have some fun with us!

**We are looking for a Guest Services Manager at Lethbridge Lodge Hotel & Conference Centre in Lethbridge, Alberta.** In the role as a Guest Services Manager, under general direction of the Hotel 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 associates, while achieving maximum occupancy and profitability

**Duties and Responsibilities:**

- Responsible for the day to day smooth operation of the Front Desk department, ensuring guests receive prompt and courteous service. This will include but not limited to training, performance reviews and coaching as required to ensure all guests' expectations are exceeded.
- Leader of guest satisfaction and guest service standards committee
- Be an ambassador and lead the Spirit Standards team to ensure compliancy with hotel key deliverables
- Work with the management team to increase yearly CSI, GSI and Spirit Standards Scores
- Maintains a high level of morale by keeping a two-way line of communication open at all levels.
- Maintain statistics on rooms and reservations, guest arrivals and departures, average occupancy rates and related information
- Hire, train, evaluate, supervise and schedule Guest Services associates
- Resolve guest problems quickly efficiently and courteously utilizing the Remarkable Recovery
- Assist in assuring guest satisfaction, maximize room revenue by supervising the Front Office operation and implementing established strategic plans
- Conducts daily inspection of all public areas, interior and exterior of hotel building, to ensure their required standards, cleanliness, maintenance, security and safety.
- Make maintenance requests when corrective action is required and ensures proper follow-up.
- Deals with routine problems and settles guest complaints and disputes.
- Assists guest/associates whenever possible to provide exceptional services.
- Conducts regular inspections of guest rooms, guest floors, staircases, etc., to ensure their required standards.
- Provide effective Key control and participates in matters relating to guest room security
- 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.
- Perform other duties and special projects as assigned

**Education & Qualifications:**

- Three to Five years Front Office experience in supervisory role
- Ability to motivate in a team environment and set a good example



- Ability to work various shifts
- Strong leadership, motivational and training skills
- 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 August 17, 2010 or contact us at:**

**Angela Ho**  
**Human Resource Services Manager**  
**Lethbridge Lodge Hotel and Conference Centre**  
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