



May 21, 2010

**Food and Beverage Outlets Manager
Lethbridge Lodge Hotel & Conference Centre
Lethbridge, Alberta
Full Time; Permanent**

ARE YOU LIVELY? With SilverBirch Hotels & Resorts, you can be!

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 Food and Beverage Outlets Manager at Lethbridge Lodge Hotel & Conference Centre in Lethbridge, Alberta.

In the role of F&B Outlets Manager, you will achieve marketing, sales, profitability, and quality service goals for all hotel outlets by executing marketing strategies, providing service to the customers and employing leadership and managerial skills effectively.

Duties and Responsibilities:

- Meet and exceed guest and team member expectations by providing the best service and maintaining a positive attitude
- Communicate effectively with guests, associates and management team
- Schedules, supervises, coaches and trains the Food & Beverage Leadership Team
- Oversee all trainings of new F&B associates
- Conduct Performance Plan & Review for Outlets Leadership Team and Lounge associates
- Oversee all Micros & menu usage
- Achieves budget forecasts and cost controls
- Understand and ensure continuous adherence to all SilverBirch Food & Beverage policies and control systems
- Menu Planning and exploring Food & Beverage revenue opportunities
- Developing and implementing innovative strategies, Sales & Marketing ideas to increase revenues
- Understands customers, builds organizational credibility
- Enhances one's own ability and the ability of others to contribute
- Manages expenses, maximizes revenues, encourages up selling through incentives, and works at staying ahead of the competition
- Displays a positive attitude, maintains enthusiasm and celebrates success
- Acquire knowledge of hotel, in house facilities and local information to respond to guest inquiries
- Follow all Health & Safety policies of the Lethbridge Lodge
- Attend leadership and department head communication meetings when required
- Follow SilverBirch Hotels Spirit Standards & Key deliverables
- Responsible for ensuring all regulatory requirements are adhered to
- F&B Outlet Manager is expected to work Wednesday to Sunday including 2 full shifts in Lounge & evenings
- Perform other duties as required

Education & Qualifications:

- Minimum 2-3 years experience as a F&B Manager in a high volume operation
- Knowledge of night-club operations an asset
- Excellent communication and organizational skills
- Motivated, with a professional, positive attitude
- Entrepreneurial tendencies, and strong leadership skills



- Strong interpersonal skills with a customer driven focus
- Resourceful, creative, and the ability to work well under pressure & changing situations.
- Must be a high energy, hands-on team player
- Innovative marketing concepts
- Familiarity and ability to work with varying computer and POS systems
- Security clearance required

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 May 28, 2010 or contact us at:

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SILVERBIRCH HOTELS & RESORTS IS SUPPORTIVE OF WORKFORCE DIVERSITY AND ENCOURAGES APPLICATIONS FROM QUALIFIED INDIVIDUALS.