



Québec, June 26th 2009

Banquets Maitre D'
Hôtel Gouverneur Québec
Full time, permanent position

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 Banquet Maitre D' at Gouverneur hotel in Québec.

Objective:

To maximize customer satisfaction and hotel profitability by supervising the hotel's banquet functions ensuring that they are in accordance with the standards of SilverBirch Hotels & Resorts.

Duties and Responsibilities:

- Supervise banquet staff during events/functions
- Supervise all aspects of banquet and catering facilities set-up and clean-up
- Work closely with the Director of Catering or Food and Beverage Manager to determine which staff and supplies will be required
- Compile serving schedules and co-ordinate food services during functions
- Ensure that equipment is properly cleaned and maintained
- Deal with all customer inquiries/issues during function
- Prepare schedules
- Train, motivate and supervise staff to ensure star performance and quality service standards are achieved
- Maximize profitability
- Participation in department head meetings and pre-convention meeting
- Provide input into budgeting and forecasting for catering department
- May require shift work
- Physical requirements of the position include the ability to lift approximately 25-55 lbs.



Preferred Education & Qualifications:

- A certificate/diploma/degree in Hospitality Management or equivalent
- A minimum of 3-5 years full-time senior experience working within a banquet department
- Will understand customers, builds organizational credibility and develops new revenue sources
- Must possess very high motivational skills and the ability to lead the team with very little supervision
- Must be comfortable with change and to stay focused dealing with many interruptions
- Manages expenses, maximizes revenues, encourages up selling through incentives, and works at staying ahead of the competition
- Will display a positive attitude, maintains enthusiasm and celebrates success
- Will set goals and standards while finding solutions that are beneficial to guests and associates, while meeting deadlines that are decisive and achievement oriented
- Will listen to all sides of an issue to achieve a successful solution/resolution
- Will recognize and reward top performance, is approachable, caring and considerate
- Be comfortable with French & English language
- Be conformable to work during evening, night and week-end

This individual will:

- Work best as part of a team but is capable of independent work.
- Be a composed and successful leader able to inspire and work with a group of people
- Will have strong communication skills with the ability to influence people, listen to and contemplate varying opinions
- Will be motivated to achieve success and earn respect. He/she has the drive and ability to accomplish both
- Will be a gregarious and people oriented worker who will earn the admiration and trust of colleagues.

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 31st July, 2009 or Contact us at:**

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