



June 8, 2010

**Banquet Manager
Radisson Hotel, Calgary, AB
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!

In the role of **Banquet Manager** you will lead the Banquet department in achieving hotel customer satisfaction, associate satisfaction and financial targets while demonstrating leadership skills that will enhance the reputation, quality and performance of our Banquet department.

Duties & Responsibilities:

- Responsible for hiring, training and management of all banquet associates; scheduling as per business demands;
- Ensure all banquet associates receive proper training and follow up on performances;
- Complete Quarterly reviews; meet and discuss performance with all banquet associates.
- Plan banquet and catering functions with a high level of communication with the "sales and catering" department, "kitchen" department as well as "PSAV" (Audio Visual)
- Ensure the cleanliness of all banquet areas.
- Conduct monthly and/or quarterly inventory counts. Maintain proper liquor controls
- Ensure that equipment is properly cleaned and maintained; replenish to keep par stock level.
- Deal with all customer inquiries/issues during function
- Ensure all financial reporting, billing, and payroll entry is maintained and accurate
- Participation in department head meetings
- Provide input into budgeting and forecasting for catering department

Preferred Education & Qualifications:

- 3- 5 years experience in a Banquets Department (preferably hospitality) with a minimum of 2 years supervisory experience
- Exceptional leadership skills, ability to build, motivate and manage an effective team;
- Exceptional customer service skills, ability to handle all situations maintaining the integrity and reputation of the hotel;
- Proven track record of managing expenses, setting goals and standards.
- Displays a positive attitude, maintains enthusiasm and celebrates success.
- Excellent organizational skills and leadership abilities; strong communication, supervisory and problem-solving skills
- Demonstrate working knowledge of Delphi, Microsoft Word and Excel
- Energetic and flexible, able to work under pressure; must be able to work a flexible schedule
- ASIP certified and first aid is an asset.

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! If this sounds like the career opportunity for you, please **apply by June 15, 2010 or contact us at:**

Jennifer Collins, Manager Human Resources
403-219-6094
jcollins@silverbirchhotels.com
www.silverbirchhotels.com

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