



April 23, 2010

**Catering Consultant  
Radisson Hotel, Calgary  
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 Sales & Catering Consultant at the Radisson Hotel in Calgary, AB.**

**In the role of the Catering Consultant your objective will be** to assist the Sales & Catering department in meeting financial and service goals by providing our clients with the convenience to handle all the booking and planning details of their function and/or room block.

**Duties & Responsibilities:**

- Handle all incoming inquiries for groups including guest rooms, any Food & Beverage and any other details regarding their booking.
- Plan, up sell and coordinate the details of the event with the client, including space requirements, function times, equipment, menus, billing instructions and submit the appropriate proposal and/or sales contracts for signature.
- Complete appropriate paperwork, i.e. BEOs, change sheets, Convention/Group Resumes, Lost Business Reports, etc.
- Attend and participate in weekly sales and Banquet Event Order meetings.
- Develop and maintain knowledge of market trends and our competition.
- Proactively solicit new and repeat business using appropriate selling techniques, including various prospecting tools.
- Conduct site meetings and attend pre/post convention meetings with clients.
- Work with and possess knowledge of the Yield Strategy Worksheet (aka 4Tell) to ensure proper rate quoting and room block allotments.
- Communicate with and work with other departments to provide quality service to our customers.
- Professionally represent the hotel at industry/community functions.
- Other duties as requested.

**Preferred Education & Qualifications:**

- Advanced knowledge of Microsoft Office, including MS Word and Excel.
- Outstanding time management and guest service abilities.
- Possess a positive attitude and maintain enthusiasm while working within a team environment.
- Must be organized, detail oriented and able to multi-task effectively.
- Strong written and verbal communication skills.



- Previous hotel sales & catering experience.
- Knowledge of Delphi Sales & Catering 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!

**Apply by April 30, 2010 or contact us at:**

**Jennifer Collins, Human Resources Manager**  
**403-219-6094**  
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**[www.silverbirchhotels.com](http://www.silverbirchhotels.com)**

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