



**Assistant General Manager
Residence Inn by Marriott Downtown Vancouver
Full time, Permanent**

SilverBirch Hotels & Resorts is one of Canada's leading hotel management companies and manages over 20 hotels and resorts across Canada. We manage independent hotels and hotels operating under major franchise brands, such as Radisson, Hilton, Quality, Best Western and Ramada.

It is a very exciting time to join the SilverBirch family as the first venture with our new partner Marriott International, the Residence Inn by Marriott® Downtown Vancouver, is set to open in early summer 2012. Formerly known as Cascadia Hotel & Suites, the hotel is currently undergoing a \$25 million complete revitalization and will reopen with both a new name and a brand-new look!

**If you are looking for more than job satisfaction and want to THRIVE –
Join our Team!**

Only Residence Inn by Marriott® is specifically designed to restore and sustain physical, mental and emotional energy. We support, encourage and inform so that our guests are better able to thrive.

This is a unique opportunity to start at the beginning with our hotel, opening June 2012. Be a part of building something special. The Residence Inn by Marriott® Downtown Vancouver will be the only branded designated extended-stay hotel in the city, providing an energizing, modern and warm environment.

The Assistant General Manager (AGM) reports to the General Manager and is responsible for overseeing and managing the day to day operations of the Rooms Division and Food and Beverage.

Duties & Responsibilities:

- Motivate, lead and encourage the entire Operations Team to generate positive results in Guest Comments, Financial goals and Associate Satisfaction.
- Take a lead role in creating and controlling all Operational annual budgets and assure departments operate within approved budgets using check book accounting.
- Interview, hire, supervise and counsel department managers in the efficient operation of their respective areas.
- Analyze property operations on a daily, weekly and monthly basis, while monitoring cost controls, property condition, cleanliness and quality of product and service throughout the hotel.



- Create a strong service culture in the hotel and maximizes the Guest Service Index. Maximize Cultural Spirit Index through strong leadership and practicing effective HR policies and practices.
- Maintain and evaluate statistical information for tracking and decision-making purposes.
- Develop, communicate and enforce policies, priorities, procedures and administrative standards.
- Promote and encourage inter-departmental cooperation and communication to improve customer service and overall satisfaction by coordinating inter-departmental activities and conducting weekly meetings.

Preferred Education & Qualifications:

- Minimum of 3 - 5 years of senior level management experience; Hotel experience critical.
- Certificate/Diploma/Degree or equivalent education in Hospitality or Hotel Management.
- Knowledge of Rooms Department Operations; extensive experience in Food & Beverage required.
- Posses a strong knowledge of Gross Operating Profit (GOP), Net Operating Income (NOI) and forecasting.
- Posses strong leadership skills; seasoned coach and mentor.
- Ability to set priorities, plan, organize, delegate and control

Apply to:

CorporateCareers@SilverBirchHotels.com
www.silverbirchhotels.com

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

NOTICE TO POTENTIAL JOB APPLICANTS

If you are considering employment with us, please be advised that SilverBirch Hotels & Resorts

- **does not** require job applicants to pay a fee for a job application or opportunity; and
- **does not** make unsolicited offers of employment.

If you have been approached by any entity engaging in such practices who claims to represent SilverBirch Hotels & Resorts, please advise us immediately by email at careers@silverbirchhotels.com and contact either the Canadian Anti-Fraud Call Centre at 1-888-495-8501 or the Royal Canadian Mounted Police.