



**CATERING CONSULTANT**  
*Reporting to: Catering & Conference Services Manager  
Ramada Hotel and Conference Centre*

August 27, 2010

**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 Catering Consultant at Ramada Hotel and Conference Centre in Edmonton, Alberta.**

In the role of Catering Consultant you will work within the Catering Department with proactive selling tactics which includes client contact and follow-up with a consistent focus on maintaining a high level of service and efficiency.

**Duties and Responsibilities:**

- Actively pursue Catering Revenue and Rooms Revenue opportunities for the hotel through sourcing new business and following up on all functions to maximize rebooking potential. This includes prospecting, direct sales calls and site visitations, telephone calls and e-marketing.
- Prepare monthly action plans with the input of the Catering Manager.
- Ensure accuracy in recording all details on contracts, proposals and correspondence with particular emphasis on menu information, pricing, organization and set-up and billing requirements.
- Coordinate and monitor daily meetings to ensure that client's needs are being met.
- Attend and assist hotel functions when needed.
- Negotiate contracts with clients for catering functions and meeting rooms as well as guest rooms and all aspects pertaining to each client file.
- Conduct site meetings with clients.
- Plan, up-sell and coordinate the details of the event with clients, including space requirements, function times, equipments, menus, billing instructions and the appropriate proposal and/or sales contract for signature.
- Take initiative to anticipate and exceed guest's expectations.
- Follow up with customer to determine satisfaction with function; measures these results and establishes strategies to improve the quality of the customer's experience
- Achieve catering profit goals by ensuring that negotiated function prices are in line with hotel profit objectives.
- Coordinate credit for catering customers with the Controller and accounting associates.
- Other duties and projects as required

**Preferred Education & Qualifications:**

- Previous catering services and/or sales experience an asset

- Proven interpersonal, leadership and organizational skills
- Computer skills including: Microsoft Applications, Delphi, Opera and/or related catering/sales program
- Motivated individual who works well within a team environment

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!

**Those interested in applying are invited to forward a resume in confidence to the attention of:**

**Apply by September 1, 2010 or contact us at:**

**Human Resource Services**

**Phone: (780) 453-7313**

**Fax: (780) 453-7333**

**[abauer@silverbirchhotels.com](mailto:abauer@silverbirchhotels.com)**

**[www.silverbirchhotels.com](http://www.silverbirchhotels.com)**

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