



August 17, 2010

**Front Office Supervisor
Quality Hotel Fort McMurray
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 Front Office Supervisor at the Quality Hotel Fort McMurray, Alberta.

In the role of Front Office Supervisor, your role would be provide efficient and courteous service to each guest and maximize room revenues by assisting in the direction and supervision of the activities of the Front Office operation (Front Desk, Reservations) in accordance with the standards of SilverBirch Hotels & Resorts.

Duties & Responsibilities:

- Assists in assuring guest satisfaction, maximize room revenue by assisting with supervising the Front Office operation and implementing established strategic plans.
- Addresses questions & problems relating to customer room accommodations and rates, ensures guest resolution standards are followed.
- Controls open and closed dates, availability and condition of rooms.
- Provides effective key control and participates in matters relating to guest room security.
- Insures guest mail handling and message delivery systems function efficiently.
- Provides control over rates; implements approved rate changes.
- Monitors advance deposit procedure.
- Assists in preparing reports to develop a more informative data base for applicable decision making.
- Maintains statistics on rooms and reservations, guest arrivals and departures, average occupancy rates, and related information.
- Manage group arrivals and departures.
- Coordinates billing with the Accounting Department.
- Some accounting duties, which include but not limited to: responsibility of safes, preparing daily cash drops for Brinks, ordering coin and calculating Travel Commission.
- Some administrative duties which include but not limited to: Responding to guest complaints through our Guest feedback, assisting with hiring,

Preferred Education & Qualifications:

- Minimum 1 year Front Office experience.
- Hotel experience preferred.
- Flexible and energetic with the ability to work under pressure.
- Excellent communication skills.

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 August 21, 2010 or contact us at:**

**Jennifer Mouland
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www.silverbirchhotels.com**

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