



August 31, 2010

**Front Office Supervisor
Saskatoon Inn, Saskatoon, SK
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 Saskatoon Inn.

In the role of front office supervisor the incumbent will assist in maximizing hotel revenue and optimizing guest satisfaction.

Duties & Responsibilities:

- Provides leadership, training, support and accountability to department associates with respect to duties and processes
- Actively participates, and coaches and leads Associates, in guest problem resolution processes, to ensure that guest service opportunities are resolved quickly and addressed effectively.
- Motivates and coaches departmental associates in order to maximize employee productivity and satisfaction. This would include ensuring incentive programs are active on shift.
- Promotes and encourages inter departmental cooperation and communication so that customer service and overall guest satisfaction is at an optimum.
- Practices the fundamental principles of revenue management and utilizes revenue management techniques in order to maximize occupancy and average rates while maintaining a high quality of guest service.
- Ensures accuracy of room block assignments and special requests

Preferred Education & Qualifications:

- Minimum 2 years experience in Front Office Operations
- Excellent skills in Microsoft Word, Excel, network systems required
- Strong abilities to prioritize tasks and is attentive to detail
- Excellent verbal and written communication skills required as are strong customer service focus and problem resolution skills.
- A coach who has a passion to bring out the best in their teammates and themselves

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 at:

Kristin Seivewright

36.668.9623

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www.silverbirchhotels.com

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ENCOURAGES APPLICATIONS FROM QUALIFIED INDIVIDUALS.