



**January 27, 2012**

**Front Office Manager  
Quality Hotel and Conference Centre, Fort McMurray  
Full-time, Permanent**

**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 looking for a Front Office Manager at the Quality Hotel and Conference Centre, Fort Mc Murray.**

In the role of the Front Office Manager you are tasked with welcoming our guests and assisting the leadership team of the hotel in growing our room product. You are also responsible for all the operation of the guest service department in accordance with the standards of SilverBirch.

**Duties & Responsibilities:**

- Assist in assuring guest satisfaction; maximize room revenue by supervising the Front Office operation and implementing established strategic plans.
- Controls open and closed dates, availability and condition of rooms, room rate availability in collaboration with the Revenue Manager
- Supervise daily operations.
- Provides effective key control and participates in matters relating to guest room security.
- Provides control over rates; implements approved rate changes.
- Monitors deposit & cash handling procedure.
- Maintains statistics on rooms and reservations, guest arrivals and departures, average occupancy rates, and related information in collaboration of the Revenue Manager
- Prepares annual budget and assures department operates within approved budgets.
- Coordinate billing with the Accounting Department.
- Actively participates, and coaches and leads associates in guest problem resolution processes to ensure that guest service opportunities are resolved quickly and addressed effectively.
- Leads, motivates and coaches the associates in order to maximize productivity and satisfaction.
- Ensures incentive programs are in place and well communicated.
- Practices the fundamental principles of revenue management and utilizes revenue management techniques in order to maximize occupancy and average rates.



- Ensures accuracy of room block assignments, arrangements for special requests, VIP accommodations and the distribution of the VIP lists.
- Contributes as a member of the Hotel RevMax team. Plays a key role in implementing strategies for transient and 3<sup>rd</sup> party website positioning and will attend Sales and RevMax meetings as required.
- Assists in ensuring that SilverBirch Hotels & Resorts Central Reservations, Brand Reservations and all booking channels are up to date and accurate. Ensures rate parity is maintained.
- Effectively communicates rate strategies and revenue expectations to the Front Office and Reservations Departments, so that maximum revenue potential for each day is realized.
- Works closely with and communicates with Sales and keeps them informed of group booking status and maintains room rate control and availability status.
- Approves daily update for payroll and labour tool and ensures accuracy & proper tracking.
- Completes CSI Action Plans, monthly communication meetings, progressive coaching and the PPR process.

**Qualifications:**

- Must possess a minimum of 3 years supervisor experience in the hospitality industry
- Must have exceptional organizational skills and is very detail-oriented.
- Excellent written and verbal communication skills.
- Flexible and energetic with the ability to work under pressure.

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 contacting us at:**  
**Abbey Butler**  
**qfmcareers@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](mailto:careers@silverbirchhotels.com) and contact either the Canadian Anti-Fraud Call Centre at 1-888-495-8501 or the Royal Canadian Mounted Police.