



January 6, 2012

**Front Office Supervisor  
Saskatoon Inn, Saskatoon, SK  
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 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 by January 20th to:**

**Kristin Seivewright**  
**306.668.9623**  
**kseivewright@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.