



August 17, 2010

**Team Leader, Central Reservations
Based at the Ramada in Edmonton, AB
Full-Time/Evenings & Weekends**

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 Central Reservations Team Leader located at the Ramada Hotel and Conference Center in Edmonton, Alberta. Reporting to the Manager, eDistribution & SilverBirch Central Reservations, you will be responsible for supporting the SilverBirch Central Reservations Management Team during the evenings and weekends to ensure smooth and efficient day to day operations. You will ensure that all agents are adhering to SCR standards, policies and procedures.

Duties & Responsibilities:

- Responsible for the day to day operations of the call center including taking overflow calls during the evening and weekend shifts
- Ensures agents are selling by completing accurate reservations utilizing all Signature training and Silverbirch Hotels & Resorts standards
- Maintains abandon ratio, call conversion and cost per reservation at or below standard
- Participates in the training, scheduling, performance evaluations, discipline, and continuous coaching and development of Central Reservations Agents
- Assists customers and hotels with any comments, concerns or questions that may arise
- Ensures that all hotel information is accurate and updated
- Updates and maintains all SCR and Revenue reports for Regional and Head Office
- Provides back up for the GDS, I-hotelier, rate loading help desk associate
- Maintains safe working conditions within the SCR
- Keeps immediate manager/assistant manager fully informed of all problems or unusual matters of significance within 24 hours
- Performs all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures
- Maintains a favorable working relationship with all other company associates to foster and promote a cooperative and harmonious working climate
- Has complete knowledge of hotel room types, amenities rates, and facilities of each hotel

Preferred Qualifications:

- College diploma in Business Administration or Hotel Management
- Experience as a Supervisor of Call Center and/or reservation department at hotel level
- Strong multi-tasking abilities and strong communication & organizational skills
- Detail-oriented, with strong analytical & problem solving skills

- Displays a positive attitude, maintains enthusiasm and celebrates success
- Ability to problem solve while meeting organizational and customer needs
- Proficient in speaking French will be considered an asset

Those interested in applying are invited to Apply by August 23, 2010 or contact us at:

Human Resource Services
Phone: (780) 453-7313
Fax: (780) 453-7333
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www.silverbirchhotels.com

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