

JOB DESCRIPTION

JOB TITLE: Night Auditor

REPORTS TO: Front Desk Supervisor(s), Front Office Manager

STATUS: Non-Exempt - Hourly

JOB SUMMARY:

The Night Auditor is responsible for providing attentive, courteous service to all guests prior to arrival and throughout their stay, while maximizing suite revenue and occupancy. The Night Auditor is responsible for completing the audit process as detailed in the checklist. They will also audit all the daily activity and report to management and discrepancies. The Night Auditor is also responsible for all reservation and inquiry calls during their shift. He/she is expected to actively develop excellent service skills in dealing with clients, guests, and co-workers.

QUALIFICATION STANDARDS

Education & Experience:

- High School diploma or equivalent.
- Excellent organization and time management skills.
- Ability to communicate clearly and effectively with customers, co-workers and managers.
- Knowledge of Microsoft Office, Internet and Property Management Systems
- Ability to work a flexible schedule, including weekends and holidays.

Physical Requirements:

- Long hours sometimes required.
- Light work- Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.
- Ability to stand during entire shift.
- Must be able to work nights and early mornings.

Mental Requirements:

- Must work well in stressful, high pressure situations.
- Must be effective at listening to, understanding, clarifying and resolving the concerns and issues raised by clients, guests and co-workers.
- Must be effective in handling problems in the workplace, including anticipating, preventing, identifying and solving problems as necessary.
- Must maintain composure and objectivity under pressure.
- Must be able to convey information and ideas clearly.
- Must be able to evaluate and select among alternatives courses of action quickly and accurately.

DUTIES AND RESPONSIBILITIES

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

Service Attitude and Communication

- Maintain high standards of personal appearance and grooming. Wear name tag when working.
- Maintain a professional and friendly demeanor at all times.
- Establish and maintain good communications and team work with fellow employees and other departments within the hotel.
- Must be always attentive, courteous and efficient in the dealings with the clients, guests, managers and all other employees.
- Demonstrate a genuine caring and a commitment to guest service.
- Greet and welcome all guests approaching the front desk in accordance with standards.

Guest Representative Responsibility

- Provide attentive, courteous and efficient service to all guests prior to arrival and throughout their stay.
- Handle check-ins and check-outs in a friendly, efficient and courteous manner.
- Respond to all guest requests, problems, complaints and/or accidents presented at the front desk or through reservations in an attentive, courteous and efficient manner. Follow up to ensure guest satisfaction.
- Answer all guest inquiries (i.e. hotel services and amenities, the area, etc.)
- Ensure delivery of packages, mail and messages as needed to guests.
- Follow all credit policies.
- Be aware of all rates, packages and special promotions. Be familiar with all in house groups. Be aware of closed out and restricted dates.
- Obtain all necessary information when taking room reservations and follow reae quoting guidelines.
- Fully understand and be able to operate all relevant aspects of the front desk computer system.
- Focus on his/her role in contributing to guest satisfaction.
- Demonstrate appropriate phone skills.
- Use proper inquiry call process.
- Manage suite inventory.
- Complete shift responsibility checklist.
- Keep front office area clean and tidy.
- Set up wake up calls

Night Audit Responsibility

- Complete Night Audit checklist.
- Run all audit reports and organize as directed.
- Verify hotel balances.
- Verify that guest rates are correct.
- Do bucket check daily

- The audit process must be run without exception. Management must be informed immediately if an error occurs that does not let you run or finish audit. Do not wait until the morning.
- Demonstrate knowledge of the emergency procedures
- Report any and all accounting and inventory discrepancies.
- Report minor guest and employee incidents in writing.
- Management must be notified immediately if any police, fire, or ambulance services that come to our hotel due to incident, whether we were the ones making the call or not.
- Major plumbing and electrical issues must be reported to management immediately.
- Supervise the night houseman.

General Responsibility

- Comply at all times with standards and regulations to encourage safe and efficient hotel operations.
- Participate in all employee meeting, events and other functions required by management.
- Be familiar with all policies and hotel rules, as well as hotel terminology.
- Develop full understanding of hotel amenities and services.
- Understand emergency procedures and be prepared to help when necessary.
- Ensure personal correct and accurate cash handling while at the front desk.
- Distribute or tabulate any work as outlined by management.
- Perform any other duties as requested by management.
- Maintain grab and go breakfast bags for guests.

I HAVE READ AND UNDERSTAND THE JOB DESCRIPTION AS STATED ABOVE AND ACCEPT THAT ANY OF THE TASKS MAY BE MODIFIED OR CHANGED. I ACCEPT RESPONSIBILITY FOR KNOWING THE MODIFICATIONS AND/OR CHANGES IN THE JOB DESCRIPTION. I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THE JOB AS LISTED ABOVE, WITH OR WITHOUT REASONABLE ACCOMODATION.

Team Member Signature Date

General Manager Signature Date