

Night Auditor

Department:	Guest Services
Reporting Relationship:	Rooms Division Manager
Work Hours:	Full-time 24-40 hours per week Part-time 18-24 hours per week Casual Minimum of 10 shifts every 3 months Dependent on business levels

PURPOSE

The Night Auditor serves as the overnight front line representation of the Hotel to the guests. The Night Auditor ensures the delivery of prompt and professional service as well as upholding all appropriate guest key level standards. They are responsible for balancing the Hotel business day through the Night Audit process.

Qualifications

- Post-secondary education and experience equivalent to graduation from high school or any other combination of education, training or experience that provides the required knowledge, skills and abilities. Prior experience required.
- Service oriented focus
- Professional and ability to multitask while meeting deadlines
- Attention to detail
- Highly effective communication skills
- Hospitality career oriented
- Passion to service excellence
- Possesses a working knowledge of the Reservation Department

Primary Duties

1. Responsible for the checking in and out of Guests and handling a multitude of Guest's inquiries according to the resort's policies.
2. Contribute to an energetic and positive attitude to the hotel atmosphere.
3. Is aware of all safety and emergency procedures and knows about safety prevention. Is part of the Emergency respond team, Communicator and Enunciator.
4. Maintains high level of Customer Service and professionalism within all areas of the Guest arrival-stay over-departure process
5. Determines Guest Reservation status and identifies how long the Guest will stay. Helps Guest complete registration cards and assigns rooms, accommodating special requests whenever possible.
6. Thoroughly understands and adheres to proper credit card and cash handling policies. Verifies Guest's method of payment and follows established credit procedures.
7. Communicate with all other departments to ensure consistent levels of exceptional guest service are achieved, while maximizing potential revenues.
8. Takes initiative and provides friendly and proactive customer service while supporting their colleagues.
9. Knows the location and types of available rooms as well as all services and activities offered at the property.
10. Receives, records and performs nightly wake up calls through the Phone System.
11. Takes same day reservations, walk-ins and future reservation when necessary.
12. Familiar with cancellation policies.
13. Posts all necessary charges to Guest's accounts and city ledgers and follows standard Finance procedures including Balancing the Micros, Fidelio, and Moneris Systems.
14. Post Room & Tax nightly.
15. Reclass Taxes.
16. Run nightly Back-up for Fidelio and Ving Card Systems.
17. Perform nightly reporting including Department code Ledgers, F&B and Tax Reclass, Cashier Summary, Xeta phone reporting.
18. Completes spreadsheet reporting including Refunds, Purchase correction and Adjustments log on a nightly basis.
19. Works closely with the Housekeeping Department in keeping room status reports up to date while coordinating requests for maintenance repair and general upkeep. Process includes informing Housekeeping of all Early
20. Departures, Early Arrivals, VIP's, Hhonours members, site and day use Rooms.
21. Delivers Guest Departure receipts and comment card forms under every Guest door by 6:00 AM.
22. Able to lift up to 30 lb (Bell Duties).
23. Adheres to proper grooming standards.
24. Uses professional telephone etiquette, proper mail, package and message handling procedures including the use of traces.
25. Informed on activities, groups and meetings taking place in the Hotel.
26. Perform Security rounds on the Hour and reports/attends all situation as per Hotel policy.
27. Follows company's policies and procedures and is able to effectively communicate them to the team members.
28. Maintain safe/clean work and storage area.