

TITLE: NIGHT AUDIT

Job Description: Assist guests efficiently and courteously in all Front Office related functions, while projecting high standards of service and professional hospitality at all times. Balance and post charges and settlements. Reset systems for next day operations.

ESSENTIAL FUNCTIONS

FRONT DESK SKILLS

- Assist guests by:
 - Have daily knowledge of groups or functions in-house and local current events.
 - Understand qualified discounts, their availability and application of discounts.
 - Accurately handle same day reservations or take walk-in guests.
 - Check-in and check-out guests in a knowledgeable, efficient, and professional manner.
 - Post, correct, or adjust charges to guest account as necessary.
 - Be knowledgeable of hotel credit, and check cashing procedures.
 - Maintain accuracy in cash handling procedures.
 - Apply credits / discounts to owners
 - Record owners spending in shared excel sheet with accounting
- Perform all shift checklist responsibilities.
- Familiar with frequently used Standard Operations Procedures.
- Basic knowledge of how to operate all Front Office equipment. Ability to solve basic equipment problems and/ or who contact for resolution.
- Support team members to ensure the team's entire workload is completed daily.
- Actively identify barriers and attempt to resolve within the team.
- Nurture team and teamwork concept.
- Trained on all hotel emergency procedures, equipment, and utility shutoffs.

ROOMS CONTROL SKILLS

- Assist the hotel operation by completing the following responsibilities:
 - Fill out the Daily activities sheet with VIP arrivals and note any special request for all arriving quest packages.
- Willingness and ability to train new associates.
- Communicate pertinent shift information to Manager/ Supervisor and team members both verbally and in writing via logbook. Update as necessary.
- Pass-on pertinent information to next shift. Group information and any follow-up required for guests or shift responsibilities.

PBX SKILLS

- Familiar with property, departments, hours of operation, and services of the hotel.

- Answer phones within 3 rings using proper greeting and etiquette.
 - Understand and carry out specific duties for: fire alarms, bomb threats, and medical emergencies.
 - Ability to make long distance, international, or special billing telephone calls.
 - Receive and deliver clear and professional messages in PMS and offer assistance with voice mail.
 - Answer basic Front Office related questions.
 - Properly send, receive, and log faxes in a timely manner.
 - Properly accept, log, and maintain mail in an organized manner.
 - Report, log, and follow-up on telephone equipment malfunctions.
 - Confirm, record, and deliver wake-up calls (using manual sheet and/ or switchboard).
 - Use and explain the use of TDD equipment for hearing impaired.
- Assist team in completing daily responsibilities.

GUEST RELATIONS

- Be readily available/ approachable for all guests.
- Take proactive approaches when dealing with guest concerns. Follow property specific second effort and recovery plan.
- Extend professionalism and courtesy to guests at all times.

OTHER REQUIREMENTS

In addition to performance of the essential functions, this position may be required to perform a combination of supportive functions, determined by the GM:

- The hotel operates 7 days a week, 24 hours a day. Schedules must accommodate fluctuating business demands and associates may be asked to work shifts other than those they prefer or normally work.
- Carry out all reasonable requests by leadership team.
- Comply with department uniform and appearance standards.

I have read and accept the responsibilities described in the above job.

Associate Name: _____

Associate Signature: _____

Date: _____