

NIGHT AUDITOR

Job Code: NA	Division:
Branch:	Department: GUEST SERVICES
Reports To: GUEST SERVICE MANAGER/ASSISTANT GENERAL MANAGER	Pay Grade:
FLSA Status: Exempt	Employee Type: FULL TIME
Prepared By: Dan Waller	Date Prepared: 05/17/2013
Approved By: Dan Waller	Date Approved: 05/17/2013

Summary

At Schahet Hotels we want our guests to relax and be themselves which means we need you to:
Be you by being natural, professional and personable in the way you are with people
Get ready by taking notice and using your knowledge so that you are prepared for anything
Show you care by being thoughtful in the way you welcome and connect with guests
Take action by showing initiative, taking ownership and going the extra mile
Treat all others with Respect, treating guests and fellow associates the way you want to be treated
Demonstrate Integrity in all you do. Seek to always do the right thing, whether working in a group, team, or alone.
Always be at the Service of our guest as well as fellow associates or managers. We believe that Service is making the reach to help or be of Service to all.
Celebrate successes. Show Excitement in your work, the way you smile and greet others, the good news of others successes or awards. Participate in group and team activities either by your active support and participation or by your presence in the group.

The Night Auditor:

Must be able to handle cash transactions without issues. They would need to be able to follow the items listed on their checklist in an organized fashion – and have no issues in completing each task within the time allotted on their shift. They would need to exhibit professional conversations skills when dealing with guests, and telephone calls (i.e. reservations, wake-up calls, any situations in which they represent the hotel over the telephone). They must be able to use “common sense” when analyzing the reports required for closing out the day’s work in the computer system, and completing the Acknowledge report that is sent to our Corporate Office. Must be confident enough to take care of “walk” situations when the hotel is overbooked, as well as deal with issues that may arise during a shift that is un-supervised. Must be willing to offer Ultimate Customer Service when dealing with guests using our hotel for overnight stays. Must be steady and dependable since they spend their time working without manager supervision, and do not have many co-workers that can work in the event of their absence.

Essential Duties & Responsibilities

1. Counting the cash drawer
2. Review and follow up on information posted in Pass down Log or Guest Services Follow-up Log
3. Review daily View Totals – print for Acknowledge report
4. Verify that there are no dirty or due out rooms and check the status of out of order rooms
5. Print downtime reports
6. Check credit card status report and follow-up when needed
7. Check the high balance report and follow-up when needed
8. Log any reported issues on the Guest Services Follow-up log. Follow-up on issues when you can, and prepare details for the following morning’s shift to take care of (if issue could not be resolved by you)
9. Prepare key packets for any remaining arrivals
10. Complete bucket check
11. Complete the wake-up call log by personally contacting the guests via telephone at the requested wake-up call time
12. Perform night audit functions in computer system (i.e. Shut Down Interfaces, Close out Telephone Exceptions, Print Account Detail Reports, Print Night Audit Reports, Complete Travel Agent Commissions, Balance out Accounts, Perform Auto post, Perform Closeout, Perform EDC, Prepare Express Checkouts, Bag Newspapers)
13. Check in guests (in computer system) that may have arrived during audit
14. Run the local tracking report to check for missing company names or incorrect information – log this information in the LNR tracking tool
15. Enter information in Acknowledge report
16. Keep area stocked/cleaned
17. Complete cash balancing again at end of shift
18. Communicate with A-shift

Other Duties

As may be assigned.

Qualifications

High School Graduate. Some college preferred. Good accounting and math skills.

Supervisory Responsibilities

Oversees Security Officer

Physical Demands

Must be able to drive and have a valid driver's license. Must be able to speak, hear, and see. Must be able to perform some light physical activity from time to time.

A reasonable accommodation may be made for persons with disabilities.

Training

Must meet all Brand and Corporate training withing the timeline and acceptable standards.

Decision Making

Use common sense in handling guests and making decisions that will aid in total Guests Satisfaction.

The NA will have no authority to sign contracts or agreements of any kind. He/she may not agree to any purchase of product or service that will in any way bind the hotel or corporation in anyway with any third party.

Financial Responsibilities

Count cash drawers upon arrival and departure. Make all deposits as required and use common sense in the protection of hotel and corporation assets.

Communication

Must be able to effectively communicate professional in English both Oral and written.

Results of Action

Happy Guests. Balanced daily worksheet.

Equipment Used

Computer, copier, scanner, fax, two-way radios, telephone. Other office equipment needed in the performance of regular duties.

Work Environment

Hospitality, Friendly, professional. Positive Attitude.

The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

Employee's Signature

Date

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