



Position: Night Auditor

General Purpose: To provide superior guest services and perform audit administrative duties

Reports to: Front Desk Supervisor

Critical Skills:

- Ability to work in a friendly atmosphere of superior guest service and product quality
- Ability to deliver great guest service by responding to guest needs
- Ability to maintain a positive a positive, cooperative work environment
- Great knowledge of all property amenities and company standards
- Strong administrative, accounting, and computer skills.

Main Duties:

- Provide superior guest services and ensure guest satisfaction
- To liaise with supervisor and notify areas needing attention or operational inconsistencies
- To be correctly and smartly dressed at all times.
- Perform check-in and check-out services promptly and professionally.
- To deal with problems or complaints.
- To keep work area and equipment is maintained clean, safe, and appealing.
- To ensure administrative duties are completed including night audit paperwork, preparing operating reports, deposits, checklists, and guest accounts.
- To uphold OH&S and fire safety standards at all times
- To have superior knowledge about hotel promotions, packages, amenities, local attractions, and points of interest
- To abide by policies and procedures as per Front Desk Manual
- Maintain knowledge of all in house functions and activities and update if required
- Record wake up calls for guests
- Perform switchboard duties
- Take guest hotel and dining room reservations as per standards
- Collect payments for guest services
- Perform regular property security walk-about