

Night Auditor – Job Description

Department: Front Office

Supervisor: Front Office Manager

The Night Auditor is a key member of the Guest Services team responsible for the overnight operations of the Hotel, verifying the accuracy of guest accounts, balancing charges and revenues, as well as assisting with all aspects of guest services.

The Night Auditor or Guest Services Agent is typically the guest's first interaction with Hotel Elan so we need to make sure it is consistently a positive one. Each guest that walks into Hotel Elan will be welcomed and acknowledged with the Hotel Elan culture of positive customer service. You are responsible for ensuring we provide the highest level of guest service and that our standards are met and maintained at all times. With a combination of a passion for the job and the right communication with other departments, you have the ability and empowerment to make the guest's experience more than memorable. A Night Auditor must have a positive and professional upbeat personality with a desire to deliver outstanding customer service to our guests.

Requirements

- Experience in Guest Services, with a strong knowledge of Calgary and surrounding areas
- Experience in Night Audit with an accounting background is an asset
- Exceptional interpersonal skills to enhance the service standards throughout the operation
- Excellent communication, guest service and time management skills
- Detail oriented
- Able to organize, plan ahead and manage workload
- A team player and a self-starter, yet able to work independently within Hotel Elan's standards
- Ability to work effectively in an innovative, fast-paced and multi-tasked environment
- Knowledge of the hotel industry and the hotel boutique concept
- Excellent computer skills, specifically Microsoft Office and use of the internet
- College or University degree preferred in Hospitality/Customer Service or a minimum of 3 years experience in a guest services role

Duties and Responsibilities

- Always greet guests in a friendly and professional manner according to Hotel Elan's standards
- Engage each guest as a unique individual and listen attentively to their requests
- Perform accurate check-ins and check-outs of guests daily
- Answer the telephone in a timely and professional manner
- Make reservations over the phone and in person and ensure all aspects of the room reservation procedure are followed, including bookings, confirmations + cancellation policies
- Responsible for a cash float throughout your shift and ensuring all floats balance correctly at the end of shift
- Anticipate and address guest's service needs
- Listening to guest's complaints or concerns and resolving their issue in a timely manner
- Promote a safe working environment

- Learn and adhere to all fire and emergency procedures, including procedures for handling of the fire panel, ensuring guest safety and participate in an evacuation if necessary
- Practice safe working habits, including bending and lifting appropriately to avoid injury, reporting hazards, appropriate use of cleaning chemicals and working to minimize tripping hazards
- Comply with the Hotel Elan Policies, Procedures and Code of Ethics
- Keep work area neat and tidy
- Uniform and personal appearance are clean and professional and are in accordance with Hotel Elan's Grooming Policy
- Manage nightly hotel operations
- Verify revenue from all sources is accurately balanced, follow up on any discrepancies
- Post any transactions needed
- Perform end-of day procedures
- Produce daily reports for departments and department heads
- Compile and run statistical reports for all departments and transfer information to our Accounting department

Languages

- Written, spoken and reading proficiency in the English language
- Additional languages are an asset

Work Schedule

- Overnight shifts

Salary

- Hourly wage