

DEPARTMENT: Night Audit**POSITION:** Night Auditor**JOB OVERVIEW:**

Responsible for the auditing of all charges and postings, correcting work as required. The Night Auditor reconciles daily activity and closes all accounts in preparation for the new day. All information will be processed and formatted into daily reports and distributed as the Morning Reports. Check-in/check-out hotel guests courteously and efficiently: process all payments according to hotel requirements. Provide information and assistance to guests and visitors.

REPORTS TO: Income Auditor.**SUPERVISES:****WORK ENVIRONMENT:**

Accounting Office and Front Desk area

Job involves working:

- Under variable temperature conditions (or extreme heat or cold).
- Under variable noise levels.
- Outdoors/indoors.
- Around fumes and/or odor hazards.
- Around dust and/or mite hazards.
- Around chemicals.

KEY RELATIONSHIPS:

Internal: Income Auditor, Accounting, Front Desk staff, Housekeeping, Restaurants, Engineering, Security, Sales & Catering, Executive Offices, and Valet Parking.

External: Hotel guests/visitors, Tour company representatives, Limousine service personnel and other hotels.

QUALIFICATIONS**Essential:**

1. High school graduate or equivalent vocational training certificate.
2. Fluency in English both verbal and non-verbal.
3. Previous experience in a similar position in a _____ style hotel.
4. Provide legible communication and directions.
5. Compute basic arithmetic.
6. Ability to:
 - Willing to perform job functions with attention to detail, speed, and accuracy.
 - Ability to prioritize and organize tasks.
 - Ability to think clearly, can remain calm, and solve problems using good judgment.
 - Ability to follow specific directions thoroughly.
 - Desire to understand guests' service needs.

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- Ability to work cohesively with co-workers as part of a team.
- Ability to work with minimal supervision.
- Ability to maintain confidentiality of guest information and pertinent hotel data.

Desirable:

1. College degree.
2. Previous Front Desk experience.
3. Experience with computers, calculators or word processors.
4. Ability to input and access information in the property management system/point of sale system/computers.
5. Certification of previous training in computers.
6. Previous guest relations training
7. Fluency in a second language, preferably ____.
8. Certification in CPR.

PHYSICAL ABILITIES**Essential:**

1. Exert physical effort in transporting ____ (____pounds) to ____.
2. Endure various physical movements throughout the work areas.
3. Reach ____ inches/feet.
4. Remain in stationary position for ____ minutes/hours throughout work shift.
5. Satisfactorily communicate with guests, management and co-workers to their understanding.

Desirable:**ESSENTIAL JOB FUNCTIONS**

1. Maintain complete knowledge of and comply with all departmental policies/service procedures/standards.
2. Maintain complete knowledge of correct maintenance and use of equipment. Use equipment only as intended.
3. Anticipate guests' needs, respond promptly, and acknowledge all guests, however busy and whatever time of day.
4. Maintain positive guest relations at all times.
5. Resolve guest complaints, ensuring guest satisfaction.
6. Maintain complete knowledge of :
 - a) All hotel features/services, hours of operation.
 - b) All room types, numbers, layout, décor, appointments, and location.
 - c) All room rates, special packages, and promotions.
 - d) Daily house count and expected arrivals/departures.
 - e) Room availability status for any given day.

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- f) Scheduled daily group activities.
- 7. Monitor and maintain cleanliness, sanitation, and organization of assigned work areas.
- 8. Pick up, count and maintain bank. Secure bank at all times.
- 9. Read the log book daily and record all pertinent information in the log book.
- 10. Process currency exchange and payments to guest accounts.
- 11. Process adjustments, rebates, paid outs, and credits as required.
- 12. Operate Property Management System (PMS) and maintain security of system.
- 13. Verifies and makes corrections to the Room Rate Report.
- 14. Post and audit Banquet charges.
- 15. Adjust outside Vendor activity.
- 16. Reconcile telephone calls and miscellaneous accounts.
- 17. Backup computer system files.
- 18. Verifies that all checks are closed, and closes and logs any open check in the Point of Sale (POS) system.
- 19. Prints Food & Beverage end of day reports.
- 20. Audit Food & Beverage cashier's work and correct discrepancies.
- 21. Audit Rooms Cashier's work and correct discrepancies.
- 22. Audit all miscellaneous charges. (Banquets, Bars etc.)
- 23. Verifies package postings on house accounts.
- 24. Input all sales figures into the Property Management System (PMS) and balance all accounts.
- 25. Run Room & Tax verifying that all room rates posted.
- 26. Verify Cashier's Report to drop log and paperwork.
- 27. Record room statistics.
- 28. Close POS after all work is balanced.
- 29. Run end of day program and close day.
- 30. Check that interfaces are up and running.
- 31. Run daily Flash Reports and distribute accordingly.
- 32. Run morning reports and backup reports and distribute accordingly.
- 33. Print express check out folios and distribute.
- 34. Sign out and brief relief.
- 35. Review Night Audit checklist and verify that all work has been completed.
- 36. Restock all printers.
- 37. Fill out and deposit payment and corresponding checks.
- 38. Review status of assignments and any follow-up action with on-coming Supervisor.

SECONDARY JOB FUNCTIONS

- 1. Document maintenance needs on work orders and submit to Manager/Supervisor.

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DEPARTMENT: Night Audit**POSITION:** Night Auditor**STANDARD SPECIFICATIONS**

Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees, or guests.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

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