

ARBUCKLE LODGE

NIGHT AUDITOR JOB DESCRIPTION

IMMEDIATE SUPERVISOR: Front Desk Manager/Assistant Manager

Job Description/Summary: The Night Auditor is responsible for balancing the revenue and expense transactions, which occurred during the day. They are responsible for the overall operations and appearance of the front desk. They are responsible for attending to the needs of guests, especially during check-in and check-out.

PERSONAL QUALIFICATIONS:

1. Be honest, reliable
2. Be ready to begin work at the specified time
3. Be well groomed and aware of personal hygiene; adhere to dress code policy as mentioned in policy handbook.
4. Understand what is meant by “good customer service.” Provide consistent, efficient, courteous, friendly and helpful service in a clean and organized environment.
5. Respond to customer needs and complaints in an understanding and calm manner. Advise the guest on how to get their problem solved or seek assistance from management.
6. Follows training guidelines using good judgment and common sense.
7. Communicate and work well with supervisor and hotel employees.
8. Keeps work area, equipment, and lobby clean and orderly. Has a concern for cleanliness and orderliness of work area and equipment.
9. Keep all business confidential both on and off duty.

ESSENTIAL JOB DUTIES AD RESPONSIBILITIES:

1. Provide a First-Rate Guest Experience.
2. Providing information to guests about hotel policies, services and amenities.
3. Respond to requests from guests for assistance and information about the local area (e.g. directions, places to eat, etc.).
4. Sell and upsell rooms to “walk-in” customers.
5. Partner with the sales department to ensure knowledge of key accounts and groups, along with tracking of company information.
6. Enter/change reservation information on the computer system.
7. Post charges, process payments, and make necessary corrections to guest accounts.
8. Count and balance cash, credit cards and direct bill accounts.
9. Investigate or analyze out-of-balance situations and make adjustments or corrections as needed.

10. Complete various computer audit reports.
11. Performing all the duties as outlined in the training manual.
12. Listen for or anticipate and respond to guest complaints.
13. Operating hotel switchboard or PBX.
14. Clean the front desk and lobby area.
15. Maintaining daily logs.
16. Balance shift work and cash drawers.
17. You are a part of the property's security team and are responsible to report any potential safety or security hazards to management immediately. Know all emergency procedures to follow and how to respond in the event of different types of emergencies.
18. Requires standing for long periods of time and being able to reach approximately 48 inches in height.
19. At times, may be responsible to clean guest rooms. (see Room Attendant Job Description)

ADDITIONAL RESPONSIBILITIES:

- Any other duties assigned by Supervisor

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (emergencies, changes in personnel, work load, etc.)

I have read and understand my job description as stated above.

Signature

Date