

JOB DESCRIPTION

TITLE OF POSITION:	Night Audit
DEPARTMENT:	Front Office
REPORTS TO:	Front Office Supervisor & Hotel Manager
BASIC FUNCTION:	The Night Auditor is responsible for the preparation and distribution of all Night Audit work, which includes balancing, adjusting and reconciling all daily transactions.

As the Casual Night Auditor you will report to the Hotel Manager / Front Office Supervisor and be responsible for providing courteous, professional and efficient service to ensure maximum customer satisfaction. The Night Auditor is responsible for the preparation and distribution of all Night Audit work, which includes balancing, adjusting and reconciling all daily transactions. Currently this role will be required 2 nights per week, in addition coverage of annual leave as required. Night Audit hours are 10.30pm – 6.30am.

DUTIES AND RESPONSIBILITIES:

1. Review all audits and reconciliation of daily sales transactions of front office, balancing cash registers and reporting discrepancies to Manager / Supervisor. Perform file back up maintenance.
2. Produce revenue reports and complete Week end and Month end reports in line with organisational policy.
3. Guest registration to include check in/out.
4. Handle guest queries and complaints.
5. Follow hotel policy and procedure in respect of postings and payments
6. Assist with after hours Reservation enquiries.
7. Monitor guest requests / complaints and initiate solutions
8. Ensure all wake-up calls are put on the wake-up call sheet and actioned
9. Monitor lobby, watch for any unusual activity and take appropriate action

The following points would be desirable to support your suitability to the role:

1. Have experience in Conflict Resolution and Guest Satisfaction
2. Have the ability to work well under pressure
3. Have the ability to manage multiple tasks and think outside the square
4. Willingness to use initiative and assist in solving problems and guest complaints
5. Have the ability to work well in a team and autonomously
6. Excellent presentation and communication skills.
7. Ability to communicate across different departments throughout the hotel.
8. Committed to providing superior customer service.
9. Ability to work graveyard shifts including weekends and public holidays
10. Current First Aid Certificate

If you fulfil all the above criteria and are looking for your next exciting opportunity then we would like to hear from you. Applicants that do not meet the above criteria need not apply.
