



Job Description: Night Auditor

Immediate Supervisor: General Manager/Assistant General Manager

SUMMARY: Processing of night audit reporting and oversight of 3rd shift hotel operations. Responds to and services the guests' needs. Responsible for balancing the daily operations of the hotel.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned by a manager or supervisor as needed.

- Answers inquiries pertaining to hotel services; registration of guests; and shopping, dining, entertainment, and travel directions.
- Makes guest reservations.
- Posts charges such as room, food, liquor, or telephone to ledger.
- Deposits guests' valuables in hotel safe or safe deposit box.
- Uses suggestive selling skills and company sales programs to maximize revenue and occupancy levels.
- Documents any guest requests.
- Handles accounting of money, receipts, guest accounts and credit through operation of the Front Desk computer system and completion of reports required to ensure company funds are secure.
- Proper uniform, and name tag worn at all times.
- Insures that incoming calls to the switchboard are answered within three rings.
- Must be knowledgeable of all in-house services and able to assist guests when questioned.
- Must respond to a guest request within 10 minutes of time request was made.
- Telephone messages must be communicated to the guest within one minute of receiving the call.
- Prepare restaurant and Bar audits to breakdown and balance restaurant and bar figures.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be available to work shifts required for open position
- Must have exceptional customer service skills
- Demonstrated ability to perform multiple tasks in a busy environment and remain flexible
- Ability to work well in a team environment



PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to ensure individuals with disabilities to perform the essential functions.

The associate must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 10 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

I HAVE READ AND UNDERSTAND THE POSITION DESCRIPTION INFORMATION AND HEREBY STATE THAT I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THE JOB WITH OR WITHOUT REASONABLE ACCOMMODATION.

Print name

Signature

Date