



Position Title: Night Auditor

Reports To: Guest Services Manager & Front Office Manager

Scope of Position: The Night Auditor is responsible for the preparation and distribution of all Night Audit work, which includes balancing; adjusting and reconciling all daily transactions from the hotels outlets (outlets include Spa, Mini Bar, Room Service, Primrose, Eden, Larkspur and Eden). To prepare and distribute hotel reports to the various departments.

The Night Auditor must fully understand and be able to execute 4 diamond service.

Responsibilities:

- ◆ Responsibilities include but are not limited to the following:
- ◆ Provide the highest level of customer service to guests, potential guests.
- ◆ Maintain an orderly lobby area and have a thorough understanding of facilities, front desk operations, and hotel policies.
- ◆ Create, update and cancel reservations.
- ◆ Check guests in and out.
- ◆ Answer phones in a professional manner.
- ◆ Balance all food and beverage transactions for the day.
- ◆ Post and balance charges in a timely and efficient manner.
- ◆ Balance daily room transactions.
- ◆ Facilitate and assist guests with any questions, complaints or concerns.
- ◆ Respond and work directly with Security on any 911 calls or emergency procedures.
- ◆ Reset the property management system (Epitome) and Micros for the next days operations.

Key Working Relationships:

- ◆ Guests: Daily Basis
- ◆ Reservations: Daily Basis
- ◆ Concierge: Daily Basis
- ◆ F&B Outlets: Daily Basis
- ◆ Fitness and Spa: Daily Basis
- ◆ Housekeeping: Daily Basis
- ◆ Sales and Conferences: Weekly Basis
- ◆ Accounting: Daily Basis
- ◆ Engineering: Daily Basis
- ◆ Security: Daily Basis

Problem Solving (technical):

- ◆ Accounting Skills: Daily Basis
- ◆ Accuracy of entering information in Epiteome and Micros: Daily Basis
- ◆ Operation of telephone system: Daily Basis
- ◆ Use of internal radio system: Daily Basis

Problem Solving (interpersonal):

- ◆ Dealing with Guests: Daily Basis
- ◆ Working with all departments to ensure efficient hotel operations: Daily Basis

Decision Making: (final approval)

- ◆ No final approval

Financial & Measurement Data:

- ◆ Ensure all transactions are completed, balanced and correct: Completed by days end.
- ◆ Servicing guests within time guidelines specified by AAA 4 diamond standards.

Education:

- ◆ Post Secondary Degree or Diploma in Hospitality an asset.
- ◆ Grade 12 or equivalent a minimum.
- ◆ Second Language an asset.

Other Key Skills:

- ◆ Excellent communication and organizational skills.
- ◆ Attention to detail
- ◆ Ability to multi task
- ◆ Problem solving skills
- ◆ Time management skills
- ◆ Excellent customer service skills

Experience:

- ◆ Previous night audit, accounting, or front desk experience preferred.
- ◆ Ability to handle stressful situations in a calm and professional manner.

Supervisory Responsibility:

- ◆ Number of subordinates directly supervised: 0
- ◆ Number of subordinates indirectly supervised: 0