



Position Title:	Night Auditor
Department:	Front Office
Reports To:	Guest Services Manager and Senior Duty Manager
Job Family:	Individual Contributor

Purpose
Show your passion for delivering exemplary customer service by embracing our brand behaviours and service philosophies, striving to ensure each customer experience is memorable. Be responsible for cashiering, allocations, check-ins, and checkouts and attending to general customer enquiries during the overnight operation. It is the responsibility of the Night Auditor to ensure that the day-to-day operations audits balance.

Key Relationships	
Internal	Night Manager, Night Cleaner, and Senior Managers and team members across all departments
External	Customers, potential customers, visitors, vendors, and contractors
Direct Report	Night Porter

Duties and Responsibilities
<ul style="list-style-type: none"> Act as a representative of the hotel and be responsible for the hotel operationally in the absence of the Heads of Department and General/Operation Manager. Actively contribute to the attainment of hotel objectives and targets as outlined by your manager. Greet guests by name where possible and ensure smooth check-in/check-out process for the hotel. Responsible for account queries, register audit for shift, shift closing and account adjustments for the shift. Relieving Night Manager and carrying out Night Audit Report. Must ensure month end activities are handled correctly. Responsible for completing and maintaining the Night Audit process and the daily balancing of the day's transactions within the hotel. Responsible for the daily compilation and distribution of requested reports to department heads. Deal with difficult guests and or situations and strive for a win-win outcome. Maintain effective communication at end of shift to ensure a smooth transition for the next shift. Assist in training of new team members with the management team. Responsible for ensuring all telephone, internet, movie, and chargeback charges are posted correctly. Responsible for the upkeep and maintenance of foyer, reception area and the front of the building. Assist and action any guest queries relating to housekeeping and maintenance when required. Program and execute wake-up calls, collect room service breakfast orders, and distribute daily newspapers. Perform any other reasonable task or instruction as directed by management or a representative of management. Ensure the orderly and clutter free appearance of the front desk and assist in maintaining the immaculate physical appearance of the hotel lobby and public areas. Maintain clear and concise communications with all departments and management regarding special requests, guest requirements, and general hotel events. Assist with room service preparation and deliveries when required. Park and retrieve guest vehicles and perform other porter duties as required. Should Put into practice in the business all training that has been completed at The Hotel Britomart. Maintain immaculate presentation and grooming, always wearing designated uniform Be familiar with all room types, rates and services provided by the hotel, and be prepared to 'sell' at all times. Maintain up to date knowledge of all key events and what is happening in the city, as well as key information to assist guests.



- Demonstrate sound knowledge to deal with any issues that arise during the shift including relocating guests to sister properties if the hotel is overbooked
- Ensure the company code of conduct and team handbook are adhered to.
- Understand relevant departmental policies and procedures and always abide by these team member guidelines.
- Adhere to The Hotel Britomart's credit and account policies and procedures with respect to all cashiering and auditing functions, ensuring guest accounts are accurate and all charges are correct and posted prior to checkout
- Have a full understanding of emergency procedures.
- Understand The Hotel Britomart Work Health and Safety policies and procedures and always abide by them.
- Report hazards, near misses and accidents at the workplace immediately.
- Ensure security procedures for stores, cash, premises, team members, equipment and chemicals are implemented and maintained in accordance with The Hotel Britomart policies and procedures.
- Ensure guest security and privacy is always maintained.

Physical Requirements

- Frequent use of both hands for continuous grasping and use of fine motor skills.
- Frequent movement due to other manual tasks (i.e., squatting / kneeling / reaching / pushing. Etc)
- Constant standing & walking on various finished surfaces, including ascending and descending staircases.
- Frequent lifting and moving of objects up to 20 kgs. A visual risk assessment should be completed prior to single person lifting.
- Moving or lifting objects over 20 kgs or objects of an awkward nature must be a two person lift or aided by an appropriate manual handling lifting / moving device

Education

- A current RSA
- Diploma of Hotel/Hospitality Management

Experience

- Experience in a customer focused role.
- Experience as a night auditor in a similar hotel environment or in an accounts focused role

Acknowledgement

To summarise, it is not the intent by way of this Position Description to limit the flexibility required, scope, or responsibilities of this role, but to highlight the most important aspects of your position.

I acknowledge that I have read and understand the above Position Description and agree to carry out all duties as described to the performance standards required.

Team Member Signature: _____

Team Member Name: _____

Date: _____