



## JOB DESCRIPTION

**POSITION:** Night Audit (non-exempt)  
**DEPARTMENT:** Front Office  
**IMMEDIATE SUPERVISOR:** Front Office Manager/General Manager

**JOB SUMMARY:** The Night Audit is responsible for checking guests in and out of the hotel quickly, efficiently and courteously using the property management system; processing all payments according to established hotel policies and requirements; providing information and customer service to guests and visitors of the hotel; and run end-of-day reports.

### ESSENTIAL DUTIES

- Welcome guests in a friendly, prompt and professional manner.
- Knows and can explain all room locations, types of rooms available when asked.
- Register guests, issue room keys, provide information on hotel services and room location.
- Answer phones in prompt and courteous manner.
- Resolves guest complaints and problems quickly, efficiently, courteously and professionally with the goal of building long-term loyal guests. Apologizes, shows empathy and thanks the guest for bringing problems to his/her attention as appropriate.
- Maintains, monitors, updates and prepares room status and group information and requirements; including relaying the appropriate information to relevant departments.
- Accurately process all cash and credit card transactions in accordance with established procedures including but not limited to posting all charges, completing cashier and other reports, preparing deposit, and counting/securing assign bank.
- Verifies banks and deposits at the end of each shift.
- Follows all cash-handling and credit policies.
- Follows standards of service and job performance for Front Desk department.

### OTHER DUTIES & RESPONSIBILITIES:

- Frequently standing up behind the desk.
- Use a keyboard to operate various property management and reservations systems, etc.
- Knows all safety and emergency procedures; including knowing the location of the Emergency Response Manual.
- Follows all accident prevention policies.
- Make wake-up calls to guest rooms.
- Monitor and distribute guest faxes and messages.
- Perform other duties as assigned including guest room tours, concierge services, special guest requests, etc.

Initials / Date \_\_\_\_\_ / \_\_\_\_\_

**QUALIFICATIONS & REQUIREMENTS:**

- High school diploma or equivalent and hotel experience or related customer service-oriented.
- Cash handling experience desirable.
- Must speak fluent English.
- Reading, writing and basic math skills.
- Must be able to problem solve, reason, motivate and train other employees.
- May be required to work nights, weekends, and/or holidays.
- Must be able to demonstrate predictable, reliable and timely attendance.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Basic knowledge of computers and software including ability to use e-mail, word processing, spreadsheet software and hotel management system.
- The employee must 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.

**DRESS CODE:** A professional appearance required. A uniform and nametag is required at all times.

I HAVE READ AND UNDERSTAND THE JOB DESCRIPTION AS STATED ABOVE AND ACCEPT THAT ANY OF THE TASKS MAY BE MODIFIED AND/OR CHANGED. I ACCEPT RESPONSIBILITY FOR KNOWING THE MODIFICATIONS AND/OR CHANGES IN THIS JOB DESCRIPTION. I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THIS JOB AS LISTED ABOVE, WITH OR WITHOUT REASONABLE ACCOMODATION.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

Initials / Date \_\_\_\_\_ / \_\_\_\_\_