



## Cardo Hotels – Night Auditor - Brussels

### overall job purpose

Welcoming guests and instantly make them feel at ease

Register guests according to local guidelines

Responds to guest requests and handles guest problems and complaints.

Ensure correct invoicing and guest payments

Fulfill administrative tasks like reporting, responding to calls & emails

Assist guest with luggage and packages

Monitor people entering the building, and report any suspicious activity

Welcome and acknowledge guests according to company standards

Process all guest check-ins, check-outs, room assignments, and room change/late check-out requests

Activate/reissue room keys

Ensure rates match market codes, document exceptions

Verify/adjust billing for guests & secure payment

Communicate to appropriate staff when guests are waiting for an available room

Advise guest of messages

Clear departures in computer system

Coordinate with Housekeeping to track room status and guest concerns

File guest paperwork or documentation

Prepare daily reports for hotel management

Operate telephone switchboard station

Run and check daily reports, contingency lists, and credit card authorization reports

Cash-guests' checks, process all payment types, vouchers, paid-outs, charges, and provide change

Anticipate and address guests service needs; assist individuals with disabilities; supply guests with directions and information

Answer, record, and process all guest calls, requests, questions, or concerns; follow up to ensure each has been met to guests satisfaction

Thank guests with genuine appreciation.

Count and secure bank at beginning and end of shift

Hosting guests for Food & Beverage outlets, Wellness, meetings and (social) events

Follow company policies and procedures; report accidents, injuries, and unsafe work conditions to manager

Ensure uniform and personal appearance are clean and professional

Maintain confidentiality of proprietary information; protect company assets

Speak using clear and professional language; answer telephones using appropriate etiquette

Develop and maintain positive working relationships; support team to reach common goals; listen and respond appropriately to the concerns of employees

Ensuring the safety and security of all hotel guests, team members and property

Stay alert during their entire shift to screen for security. As the first point of contact with people entering the building, they look out for suspicious activity and may check for identification or ask visitors to log in.

Notify Loss Prevention/Security of any reports of theft.

Follow company policies and procedures; report accidents, injuries, and unsafe work conditions to manager

Comply with quality assurance standards.

Flexible working hours, this includes evenings, weekend days and nights.

Provide feedback to superiors regarding staffing levels, and department specific situations to ensure that guest service, operational needs and financial objectives are met.

Perform other reasonable job duties as requested by Supervisors

## Competencies

- Excellent Communication Skills
- Ability to Serve Client's Needs
- Consistent display of impeccable ethics
- Customer service-oriented
- Problem solver
- Positive approach
- Have at least 1 year of relevant work experience in Front Office
- Speak fluent English and Dutch and/or French, any other language is considered an asset
- Exceptional interpersonal skills
- Team player
- Good knowledge of all MS Office applications, knowledge of Opera is a plus
- Be open minded and flexible in the duties
- Eligibility to work in the Belgium
- Internationally experienced
- Affinity with a more refined lifestyle

CDI + attractive Package

<http://cardohotels.com/>

