



Cardo Hotels – Night Audit

Night Audit

JOB DESCRIPTION

Job title: Night Auditor

Reports directly to: Front Office Manager

Direct Reports: N/A

Overall Job Purpose

- Responsible to co-ordinate and oversee all hotel operations designate during nights. The principal responsibility is safety and security of guests and ensuring the accurate and timely completion of the night audit function.

Competencies

- Excellent Communication Skills
- Initiative and the Anticipation of needs
- Customer service-oriented
- Attention to detail
- Problem solver
- Positive approach

Qualifications, Skills & Experience

- Fluent in both Italian and English. Knowledge of additional languages is a plus
- Strong understanding of front desk, guest services
- Affinity with a more refined lifestyle

Candidate profile

Education and Experience

Minimum 4-year experience in similar role in comparable property with sizeable rooms and meeting spaces.

Preferred:

- Has demonstrated the ability to work with other Team Members
- Successful track record of working in a collaborative/matrixed environment

Principal Accountabilities

Maintaining Guest Services and Front Desk Goals

1. Check figures, postings, and documents for accuracy.

2. Record, store, access, and/or analyse computerized financial information. Control and secure cash and cash equivalents for property according to cash handling policy and procedures.
3. Organize, secure, and maintain all files and records in accordance with document retention and confidentiality policies and procedures.
4. Prepare, maintain, and distribute statistical, financial, accounting, auditing, or payroll reports and tables. Audit statistical, financial, accounting, auditing, or payroll reports and tables.
5. Audit and reconcile all revenue postings.
6. Follow all company safety and security policies and procedures; report accidents, injuries, and unsafe work conditions to manager; maintain awareness of undesirable persons on property premises.
7. Follow all company policies and procedures; ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets; protect the privacy and security of guests and co-workers.
8. Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs; assist individuals with disabilities; thank guests with genuine appreciation.
9. Speak with others using clear and professional language; prepare and review written documents accurately and completely; answer telephones using appropriate etiquette.
10. Develop and maintain positive working relationships with others; support team to reach common goals; listen and respond appropriately to the concerns of other employees.
11. Comply with quality assurance expectations and standards.
12. Perform other reasonable job duties as requested by Supervisors

<http://cardohotels.com/>