

Hotel Teatro  
Position Description

<b>Position:</b> Night Audit	<b>Department: Guest Services</b>
<b>Status:</b> Non-exempt	<b>Reports to: Front Office Manager</b>

### **Position Summary:**

The night audit agent assists guests in the check in/ check out processes and assists with guest questions or concerns. The night audit agent also settles guest accounts and performs various monetary transactions upon request.

### **Essential Functions of the Job:**

- Approaches all encounters with guests and employees in a friendly, professional, and service-oriented manner.
- Maintains high standards throughout shift assignment.
- Maintains a high level of guest satisfaction by doing whatever is within his/her power to ensure each guest is satisfied with his/her stay. If the situation requires greater authority, contacts the supervisor or manager on duty.
- Greets guests in a pleasant manner.
- Checks in guests properly, using names, using established departmental protocol, unless otherwise instructed by management.
- Takes immediate corrective action when guests' needs are not met and logs all guest inconveniences using the Red Log format.
- Attends and contributes input to required meetings.
- Performs miscellaneous tasks as assigned by management.
- Communicates effectively and immediately any situations which may require management assistance.
- Prepares all shift end reports and performs all closing duties before leaving for the day.
- This may include employee-related issues as well as guest issues.
- Assists in maintaining cleanliness of office areas.
- Maintains professional appearance and conduct at all times.
- Demonstrates working knowledge of safety and fire procedures.
- Explains the hotel and services according to departmental protocol.
- Answers telephones according to protocol.
- Assists in emergency and security procedures as directed by management and the established emergency plan.
- Maintains accurate billing and checkout documentation, including allowance slips, for all transactions.
- Assists in training of new front office personnel.
- Invites our departing guests to return and offers assistance in making new reservations.

### **Additional Job Duties:**

- Completes tasks and projects delegated by management; assists other departments as business volumes and staff levels demand.
- Completes shift checklists and informs management if there is anything that time does not permit.
- Reports to work in a neatly groomed and acceptable manner as outlined in the employee handbook and departmental rules.
- Reports to shift on time.

- Enforces and complies with all policies and procedures for Hotel Teatro.

**Physical requirements of the position include:**

- Ability to stand continuously for the duration of the shift (eight hours).
- Ability to lift small packages (under 40 pounds).

**Education, Experience, Skills:**

- High School diploma or equivalent.
- Minimum of 2 years related experience.
- Knowledge of guest services and night audit functions in a hotel setting preferred.
- Good command of English language.
- Ability to work with people.
- Ability to multitask and work in mentally demanding situations.
- Impeccable appearance.

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*Employee's Signature*

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*Date*

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*Manager's Signature*

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*Date*

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*HR Initials*