

# Whitestone Hospitality Management Job Description – Night Auditor

**Position:** Night Auditor **Reports To:** General Manager

**Requirements:** High School diploma or higher level education.

3 years Hotel front office experience with a minimum of 1 year as

Night Auditor.

Must work the Night shift.

#### **General Responsibilities**

□ Ensure proper completion of all front office and night audit duties.

- □ Effectively, properly and accurately analyze the days operating results and perform daily assigned duties including:
  - o Conduct the Night Audit in accordance with the Whitestone standards.
    - Operations Analysis & Reporting:
      - Accounts Payable
      - Accounts Receivable and direct billing
      - End of day statistics
      - Labor hours
      - Daily Flash Report (DFR)
      - Front office room inspection reports
      - Competition survey
      - Newspaper review for lead generation
      - Operations statistics report labor cost/room, etc
- □ Ensure the proper appearance of the lobby and all public areas, including the complementary breakfast area.
- □ Act as the Manager on Duty (MOD).

# **Primary Functions:**

#### **Accounting:**

- Properly and accurately conduct the audit and accounting functions in a timely manner and transmit the information to the corporate office.
- o Prepare and transmit the payroll information and statistics.
- o Prepare and distribute the Daily Flash Report (DFR)

# Profit:

 Prepare and distribute the daily cost per occupied room (CPOR) data and statistics.

### **Quality:**

- o Compile and enter the data from the Front Office Room Inspection forms.
- Perform the regular Front Office duties.

#### **Work Ethic:**



o Demonstrate a high level of integrity, take ownership of personal and team actions, communicate effectively, nurture a positive, professional work environment, and adhere to Whitestone's Standard Operating Procedures.

# **Specific Responsibilities:**

- □ Send a daily end of the day activity and accomplishment email to the General Manager and a copy to Whitestone Director of Operations.
- □ Be proficient on the use of the property management system, and be able to train front desk personnel on the system.
- □ Have a good understanding of all of hotel operating procedures.
- □ Review front office communications logs.
- □ Be able to use all front office equipment such as credit card machine, copier and fax
- □ Inform the General Manager of any unique situations, or unusual developments in front office operations.
- □ Handle guest complaints effectively.
- □ Understand the Chart of Accounts.
- □ Process reservations by mail, telephone, fax and central reservation systems referrals.
- □ Process reservations received from sales office and other hotel departments.
- □ Be knowledgeable of room types and offered rate plans.
- □ Fully understand hotel's franchise policy on guaranteed reservations and noshows.
- □ Promote goodwill by being courteous, friendly, and helpful to guests, managers and all other associates.
- □ Ensure property and guest safety and security through nightly walks.

#### **Optimum Attributes:**

- □ Effective Communication skills
- Pleasing personality
- □ Good team player
- □ Good listener
- □ Well groomed and professional appearance.
- Open with praise, discrete with criticism.

#### Performance standards:

- o Performance shall be measured by:
  - Keeping current with reporting properly accurately and in a timely fashion
  - Timely sending accurate Daily Flash Reports (DFR)
  - Checking and sending timely and complete New Hire Packets.