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| **Position Overview** |
| The Night Auditor welcomes all guests and takes care of them from arrival through to departure.  They contribute to guest satisfaction by providing high quality services with a warm and friendly approach.  They ensure a smooth and secure environment to all the guests during the night. |
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| **Main responsibilities** |
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| **Duties**   * To ensure all guests are attended to promptly and efficiently in the most professional way and without delay. * Check that details of regular guests are updated using Guest History. * Ensure all diary events, flags and specials are actioned. * Check and pass on all guest mail, messages and parcels promptly. * To liaise closely with Housekeeping on information relating to rooms and lost property. * To be fully aware of daily worksheet and ensure this form is used. * To ensure guest registration forms are completed correctly, then the computer is updated accordingly. * Ensure all account postings are accurate and necessary paperwork produced. * Ensure an accurate cashiering balance is performed at the completion of shifts. * Ensure security procedures are maintained according to policy. * Complete Express Check out envelopes. * Ensure security boxes are maintained and run within security procedures. * Report any safety hazards in the area. * All complaints to be handled promptly and efficiently. * Attend and participate in meetings and training sessions provided. * Any other duties requested by the Night Manager. * Ensure the correct welcome is given to all callers. * Ensure the correct welcome is given to all guests. * Guest Valet Parking if required. * Complete all audit tasks as specified by the Night Auditors checklist. * To answer, as promptly as possible, all incoming calls. * Ensure reports are distributed. * Ensure all cash and credit is handled with related paperwork. * To assist every staff member with his/her inquiry and to seek assistance if the answer is not known. * Process wake-up calls. * Ensure necessary handover of information is passed on to the oncoming shift. * Ensure any failures or inconsistencies noticed during shift are reported to the Night Manager. * Demonstrate competency in all duties as required for the position as outlined in the relevant Award / Agreement / Contract. * Follow property procedures with respect to grooming, performance and conduct standards, occupational health and safety, emergency procedures and all other property policies and procedures as detailed in the employee handbook / department procedure manual / company policy manuals. * Perform any other duties within the employee’s range of competence as required by management. * Ensure the safety and security of the property and the smooth and efficient running of the Hotel's overnight operation. * Performs night security rounds   **Talent & Culture Responsibilities**  Assist the (Department) Management Team in the following:   * Establish on-going On Job Training Programs within the department to meet Brand and Service Standards. Use Department Procedure Manuals as a base for all service procedures training. * Induct new staff into the team, department and Hotel in the first week of their employment following guidelines. Ensure that all staff under your control carry out their duties in accordance with the Brand and Service Standards and Procedures Manuals. * Openly communicate with staff ensuring regular briefings occur and all relevant information is passed on.   **Health & Safety**   * Notify you Manager of any reason you may not be capable of performing your tasks safely. * Participate in workplace consultation on matters pertaining to Workplace Health and Safety, as per the hotels agreed arrangements. * Comply with safe work practices by following Accor Health, Safety and Environment policies, including the use of safe manual handling techniques, safe use of hazardous chemicals and machinery, working at heights procedures, using protective clothing and safety equipment where available and necessary, maintaining a clean, tidy work environment, and any other safety practice promoted and required by the Hotel. * Ensure all equipment is kept in good working order and used only for the purpose for which it was intended. * Attend and actively participate in all WH&S training required of you by the Hotel. * Report any health or safety hazards, incidents and injuries to your Manager/Supervisor or Manager on Duty as soon as possible. Hazards may include unsafe working conditions, equipment and machinery faults or damage, and other housekeeping or maintenance needs that may affect the safety or any person/s at the Hotel. Ensure that the appropriate documentation is completed correctly, such as the Injury / Incident Form. * Participate and contribute to the risk assessment process when requested by your Supervisor/Manager. * Work cohesively in conjunction with the hotel’s rehabilitation program, as required. * Maintain standards of hygiene for food handling and presentation as prescribed by council / legislative regulations. * Be fully conversant with departmental fire and evacuation procedures. * Is responsible for the security of people and property in the area under his/her remit. * Ensures the Night Security policy is implemented, that the property is secure and that the hotel walk happens consistently and any issues reported. * Check the security of the guests and their properties, makes regular security rounds of the hotel on floors, garage and technical areas;  Security  * To have a full working knowledge of all areas of the hotel * To be aware of all fire and emergency procedures and to be aware of the workings of the fire panels and all other security and technical equipment * To visit the F & B outlets, gym and garage upon arrival * To patrol all areas of the hotel on a regular basis and to make a report of any fire or H & S hazards or maintenance problems * To lock linen rooms after 10pm and open them for Brooks (linen company) * To collect the breakfast cards by 4.30am and give to kitchen * To turn off lights in the gym and have them on by 6am * To carry out other hotel security procedures  Room Service  * To ensure that orders are taken correctly * Food is prepared safely * Food is served within 30 minutes * Kitchen is left tidy * Any early breakfasts are prepared and delivered on time   **Systems & Procedures**   * Log and inform your Manager of any system problems. Suggest any improvements that could be made to improve existing systems and procedures. * Follow policies and procedures outlined in the Accor Brand Standards Manual, Departmental Service Standards / Procedures Manual and Accor Policy Manuals. * Complete all duties, and ensure a concise hand over.   **Customer Relations**   * Provide efficient, friendly and professional service to all guests. * Lead by example when attending to guest requests. Show efficiency in constantly striving to provide Total Customer Satisfaction. * Take initiative to ensure that interactions with our customers (internal or external) are positive and productive, call the Manager on Duty if difficulties arise. * Work together with trust so that colleagues and management meet the goals of the department/Hotel. * Treat customers and colleagues from all cultural groups with respect, sensitivity and transparency. * Take every opportunity to be a “salesperson” by active selling of special promotions and facilities available within the Hotel. * Implement the Accor values and Accor customer vision to ‘Offer the Best Service to Our Customers’.   **Other**   * Take responsibility to ensure all required tasks are completed accurately and within given time frames. * Participate in scheduled training and development programs provided by the Hotel to improve self and department standards and attend departmental meetings as required. * Abide by Accor policy on EEO and Harassment in the workplace. * Ensure wherever possible that employees are provided with a work place free of discrimination, harassment and victimisation. * Follow property procedures with respect to grooming, performance and conduct standards, occupational health and safety, emergency procedures and all other property policies and procedures as detailed in the employee handbook / department procedure manuals / company policy manuals. * Ensure Hotel, Customer and Staff information or transactions are kept confidential during or after employment with the company. * Any other reasonable request within your range of competence as required by your Supervisor or Hotel Management. * As part of Accor’s ongoing commitment to quality customer service, you may be monitored and recorded.   **Hygiene / Personal safety / Environment**   * Ensures that the workplace remains clean and tidy * Knows and ensures application of the hotel's security regulations (in case of fire etc) * Ensures the safety of people and property in the hotel * Respects the hotel's commitments to the "Environment Charter" (saving energy, recycling, sorting waste etc) * Ensures building is secure and that the floor work is carried out consistently and any issued reported * Maintain standards of hygiene for food handling and presentation as prescribed by council / legislative regulations. * Comply with safe work practices by following Accor Health, Safety and Environment policies, including the use of safe manual handling techniques, safe use of hazardous chemicals and machinery, working at heights procedures, using protective clothing and safety equipment where available and necessary, maintaining a clean, tidy work environment, and any other safety practice promoted and required by the Hotel. * Comply with Liquor licensing requirements. |
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| **Special Note** |
| During the course of duty you will have access to certain information, which demands the utmost confidentiality. Discretion must be exercised at all times.  Your responsibilities are included but not limited to this job description as this has been drafted as a guide to the purpose and main duties of the role as it currently exists. The hotel relies on the flexibility of its staff to ensure the continuity of the high standards currently being achieved.  It is not intended as a wholly comprehensive or permanent schedule of duties and it does not form part of the contract of employment.  The Company reserves the right to amend this job description from time to time to accommodate the requirements of the business and the evolving nature of the role.  ***By signing this document, the employee confirms his or her knowledge of the content***  **Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |