

JOB DESCRIPTION: FRONT DESK ASSOCIATE/NIGHT AUDITOR

Title: Front Desk Associate/Night Auditor

Reports to: Front Desk Manager, Assistant General Manager & General Manager

Required Tasks:

According to Hotel Standards:

- *Guest Check-in & Check-out
- *PMS Operations
- *Cash Handling & Credit Card Transactions
- *Switchboard Operation and Telephone Etiquette
- *Front Office Emergency/Security Procedures
- *Reservations-Guest Rooms and Meeting Rooms
- *Assist with Administrative Duties as assigned by Management
- *Keep Front Desk Area & Lobby Neat & Tidy and Clean Daily
- *Set up Breakfast Bar or Refill/Monitor Cleanliness of Bar & Tables
- *Minor Decision Making
- *Take Group Reservations & Set up Group Blocks
- *Sales of Guest Rooms with New Arrivals and Phone Inquiries
- *Follow All Policies & Procedures as Outlined in the Employee Handbook
- *Must be Neat, Clean & Well-Groomed in Proper, Clean Uniform with Nametag
- *Operate Laundry as Directed
- *Maintain a Professional Attitude to all Guests, Associates & Vendors

Required Skills:

- *Fluent Verbal & Written Communication in Proper English (Spanish, if possible)
- *Basic Math
- *Hand Writing
- *Computer Skills/Keyboard/Typing Skills
- *Operate a 10 Key Calculator
- *Hospitable, Civil Contact with the Public
- *Ability to Work Independently, with Little to no Supervision
- *Ability to Complete Multiple Tasks Simultaneously
- *Night Audit/Basic Accounting Skills/Training

Physical Requirements:

*Neck: Bending & Twisting

*Arms: Reaching, Bending, Light Carrying, Pushing, Pulling

*Hands: Finger Dexterity, Grasping

*Trunk: Bending & Twisting

*Legs: Normal Balance, Crouching or Kneeling

*Feet: Standing For Long Periods, Walking, Climbing Stairs

*Auditory: Ability to Read & Comprehend Emergency & Security Information Including Labels & Directions; Ability to Communicate in Emergency Situations & to Supervisor in English.

*Hearing: Ability to Hear Emergency Alarms, Telephone & Conversation

Vision: Legal Normal Vision with or without Accommodation

Transportation to and from the Hotel is the responsibility of the employee!! I have read and understand the job description as indicated and understand any task that keeps the hotel running is part of any job description. This description may be altered from time to time by the Hotel!

Signature

Date

Revised 4/18/16