



## Night Auditor | Hilton Garden Inn

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Join the new Hilton Garden Inn and seize the unique opportunity to help us open and operate this stunning new facility custom designed to offer an exceptional guest experience to Wausau travelers! If you are an energetic hospitality professional or have great work ethic and customer service skills in another industry, this could be the job opportunity for you. We offer an upbeat workplace where teamwork is a must. We happily provide training, free uniforms and annual reviews. Great performance is rewarded with pay raises.

### **Job Summary**

The Night Auditor reports to the General Manager and serves as the face of the new Hilton Garden Inn to guests throughout the third shift. The primary focus of this job is to provide outstanding guest service while performing end of day duties that include balancing the revenue and expense transactions that occurred during the day. This begins with check-in, continues through check-out and also includes supporting the overall operations of the hotel. This role requires a pleasant personality, excellent guest service skills and great attention to detail.

### **Primary Responsibilities**

- Serve as Manager on Duty during Night Audit shift.
- Work night auditor shifts as needed, including on the weekends.
- Provide outstanding guest service face-to-face and via phone with a warm hospitality rapport, anticipating guest needs, responding promptly and acknowledging all guests, however busy and whatever time of day.
- Provide prompt and courteous facilitation of arrival, departure, confirmations, cancellations and miscellaneous guest requests.
- Answer guest questions regarding hotel policies, services and amenities and the local area knowledgably and accurately. Offer concierge suggestions on the local area to hotel guests.
- Listen to and resolve guest concerns with patience, tact and diplomacy, diffusing frustration when needed.
- Maintain order and cleanliness of the front desk and lobby.
- Master the Hilton Garden Inn computer and reservation system as well as the hotel phone system.
- Understand and advocate the Hilton Honors program, including enrollment, benefits and point redemption.
- Coordinate reservations and room assignments for individuals and group blocks.
- Collaborate with all hotel staff, especially Housekeeping and Maintenance regarding room blocks, maintenance issues and special requests.
- Ensure proper credit card procedures are followed at all times to include credit card imprint and guest signature on registration slip.
- Execute cashiering procedures: open, secure and balance out shift banks to include the verification of all cash, credit card, and check transactions during a given shift. Process payments from guests and post charges to guest accounts.
- Close and balance all room accounts.
- Count and balance cash, credit cards and direct bill accounts.



- Prepare daily bank deposit and report any anomalies to General Manager.
- Verify and balance vouchers.
- Run a trial balance report.
- Investigate or analyze out-of-balance situations.
- Make adjustments or corrections to accounts as needed.
- Print and distribute computer audit reports.
- Complete required revenue and expense reports.
- Schedule guest wake-up calls and reservations for the following day.
- Verify that all EOD work has been performed by other departments.
- Run EOD computer functions so they are complete by the end of the shift.
- Prepare guest bills for next-day checkouts and process reservation cards/Prepare guest folios for Express Check Out.
- Audit and balance reports from the day shifts.
- Complete daily shift checklist.
- Sell rooms to walk-in guests and by phone using the appropriate rate.
- Understand and help monitor basic safety and security procedures of the hotel.
- Perform all other related duties as assigned and assist other departments as needed to serve guests in the overall operations of the hotel.
- Hold confidential information in strict confidence and use a reasonable degree of care to prevent disclosure to others.

### **Qualifications**

- Minimum education of a high school diploma.
- Minimum of 2-4 years of experience in a service industry is preferred.
- Accounting experience preferred.
- Reliable with strong work ethic, customer service skills, attention to detail, problem solving and verbal and written communication.
- Ability to sell and serve alcoholic beverages in The Shop.
- High proficiency with technology, especially hotel reservation systems, the Microsoft Office Suite and Internet.
- Ability to push, pull, carry and lift 30 pounds on a regular basis throughout the shift. Moving furniture, frequent walking, standing, bending and stair climbing are also regular requirements of the job.
- Ability to perform assigned duties with attention to detail, speed, accuracy, follow-through, courtesy, cooperativeness and work with a minimum of supervision.
- Ability to work harmoniously and effectively with subordinates, peers, supervisors, executives, and the public.