

ShieldHOTELS

Position Title: Night Auditor

Reports To: Guest Service Manager

Date Written/ Revised: 3/21/2025

Position Purpose:

Balance room, restaurant and bar daily work. Post and balance charge and settlements in a timely and efficient manner. Maintain files and reset the systems for next day operations.

Examples of Duties:

- Prepare daily Restaurant Revenue Report data by auditing Micros tapes/journals to breakdown revenue, covers, waiters' fees, tips paid out and settlements by type and cashier.
- Run audit reports/journals from the East Front Office Mainframe, the Micros computer, and the North System for the Automated Credit Card.
- Make corrections and adjustments and handle all computer problems that might occur throughout their shift.
- Input onto the PC revenue/expenses/allowances to generate the daily reports such as the Guest Ledger Summary and the Daily Restaurant Summary.
- Balance all revenue and settlement accounts nightly, maintain files and reset the system for next day operations.
- Perform other duties and responsibilities asked by the Comptroller and the Assistant Comptroller based upon department needs.
- Ensure all reports and back-up vouchers are complete and filed properly.
- Ensure all necessary copies of documents/back-up and reports of daily work are distributed to the proper person (i.e. A/R, A/P, and Payroll).
- Review and correct discrepancies in the Front Desk System.

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- Coordinate with the front desk and restaurants/bars closing to facilitate a smooth operation of file maintenance and reset of system totals for next day operations.

Other:

- Regular attendance in conformance with the standards, that may be established by Shield Hotels from time to time is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.
- Due to the cyclical nature of the Hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.
- Upon employment, all employees are required to fully comply with Shield Hotels rules and regulations for the safe and efficient operation of Hotel Facilities. Employees who violate Hotel Rules and Regulations may be subject to disciplinary actions, up to and including termination of employment.
- Complete all other duties as assigned

Specific Job Knowledge, Skills, and Abilities:

- Knowledge of accounting operations to include all aspects such as accounts receivable, accounts payable, etc.
- Basic mathematical skills and ability to operate a 10-key by touch.
- Ability to effectively deal with guest and employee concerns in a friendly and positive manner. This involves listening to the nature of concern, demonstrating empathy with the customer and providing positive and proactive solutions.
- Ability to access and accurately input information using a moderately complex computer.

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- Ability to read, write and speak English sufficient to understand and communicate with employees and guests. Must have excellent telephone etiquette skills.

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Grooming Standards:

All employees must maintain a neat, clean and well-groomed appearance in line with handbook standards, as well as food and beverage health and safety standards.