

## Front Desk Night Audit

Comfort Suites at Par4 Resort

Full-time/Part-Time – Waupaca

Job Details

Front Desk Nights

### NIGHT AUDITOR/FRONT DESK DUTIES AND RESPONSIBILITIES:

- Greet guests and patrons as they arrive in a friendly and positive manner
- Conduct Night Audit procedures in a timely, accurate, complete and efficient manner while ensuring a 24/7 front desk presence.
- Ask for identification and ensure that the provided credentials are accurate
- Handle guest check-ins and check-outs appropriately
- Operate hotel switchboard, take calls and provide information and transfer calls
- Laundry duties washing/folding and general cleaning of common areas
- Take reservations over the telephone, through emails and in person
- Answer queries regarding the hotel's services, charges, dining facilities, sports facilities and travel directions
- Refer guests to appropriate departments to resolve complaints or provide suggestions
- Compute bills and take payments
- Run nightly financial audit reports, posting charges and express check-outs
- Set up and attending continental breakfast each morning
- Balance cash at the end of the shift & generate accounting reports for the benefit of the next shift

Job Type: Part-time/Full-time 11pm-7am

Salary: \$9-10 /hour

Experience:

- Customer Service: 1 year (Required)

Education:

- High school diploma or GED required