

Front Desk – Night Audit

Job Description:

Responsible for maintaining and promoting hospitality at all times; welcoming and serving our guests in a courteous, efficient, and friendly manner, both face-to-face and on the phone. Night Audit Agents make the first impression by extending a warm welcome, providing information about the hotel and local area, and offering our full range of hotel amenities to our guests. Night Audit Agents will be responsible for handling all Front Desk responsibilities as well as process night audit in compliance with company policies and procedures.

Requirements:

- Exhibits strong customer service skills, including multi-tasking
- Ability to work overnight and operate independently
- Previous Night Audit Experience is a plus
- Very detailed oriented
- Is a problem solver and capable of making well thought of decisions when dealing with guest concerns overnight
- Open to cross-training and assisting in other departments as necessary

Specific duties include, but are not limited to the following:

- Provide the highest quality of service to the customer at all times
- Check guests in and out in an efficient and friendly manner
- Promptly, effectively, and empathetically assist with guest requests and complaints
- Be very knowledgeable of Marriott Rewards program and promotions
- Develop a thorough knowledge of hotel staff, room locations, room rates, amenities, and selling strategies
- Be knowledgeable of the local area, including: shopping, entertainment, and dining
- Post guest charges and compute guest bill, collect payment, and make change for hotel guests following all cash handling procedures
- Completes, balances, and reports all night audit reports pertaining to all outlets of the hotel (i.e. guest rooms, banquets, bar, the market, etc.)
- Assist with early morning coffee requests, and cold item set-up of breakfast
- Periodic walks of floors throughout shift to ensure cleanliness of hallways as well as performing zip out checkouts for guest departures the following day
- Complete any other related task given by manager

To schedule an interview or speak with a hiring manager please email inquiries to Michael.A.Stephens@marriott.com