

# CityFlatsHotel

Job Posting

## ***Night Auditor***

**Organization Name:** CityFlatsHotel Grand Rapids, LLC

**Reports to:** General Manager, Asst. GM

**Job Location:** Grand Rapids, MI

**Position Summary:** CityFlatsHotel is looking for an ambitious, hardworking professional who loves to communicate and respond to guests' needs. The Night Auditor will be responsible for processing the Night Audit Report and will need to ensure the safety of our guests. The ideal candidate should be capable of working autonomously with no one to assist him or her with basic functions such as checking guests in and out, reconciling accounts, communicating with housekeeping and taking initiative for necessary tasks. Ability to work evenings and weekends is necessary and essential and shifts are from 11pm-7am.

### **Responsibilities & Duties:**

- Greet guests upon arrival, check them in and provide them with any information needed to enjoy their stay
- Communicate with guests and employees
- Audit and balance reports from the day shifts
- Schedule wake-up calls and reservations for the following day
- Answer phones and place reservations
- Run Night Audit reports so that they are complete by end of business day
- Balance cash drawers and record receipts
- Facilitate the deposit of guests' valuables in hotel safe
- Nightly Property walks take notes of concerns, lock doors and monitor all areas for the safety of our guests
- Check on public areas, such as restrooms, to ensure cleanliness
- Mop front foyer and CitySen Lounge
- Respond to guest needs and inquiries
- Maintain cleanliness and organization of Front Desk and the CityBru area

### **Qualifications & Skills:**

- High school diploma/GED required
- 2+ years of experience in customer service or hospitality preferred
- Excellent communication and listening skills
- Ability to learn computer functions and other on-the-job skills
- Excellent customer service skills