

Adelaide Royal Coach

www.royalcoach.com.au



Night Auditor - Casual

We are currently seeking an experienced and self-motivated Night Auditor to join the busy team at the Adelaide Royal Coach. The hotel boasts 49 accommodation rooms, a restaurant and 2 function rooms. We operate 24 hours a day, 7 days a week and is a self-rated 4 star property. We are looking for a dynamic and career driven individual to join our professional front office team.

Reporting directly to the General Manager, the Night Auditors role is a key part of the daily hotel operations by maintaining the smooth operation of the front office during the night, whilst accurately completing the Night Audit process with an attention to detail.

The key responsibilities will include:

- Completing the night auditing procedures with a consistently high level of accuracy and attention to detail;
- Communicates the relevant information to the General Manager in a professional manner;
- The preparation and distribution of daily reports;
- Responsible for delivering exceptional guest service during the night by knowing what matters;
- Handles all guest complaints immediately, courteously and exceptionally;
- Liaison with Reception team to maximise occupancy;
- Process guest check ins and outs efficiently;
- General Hotel cleaning and Laundry
- Set up of the Breakfast Buffet daily
- Set Up and Break down of function rooms as per the specifications given by the Functions Manager
- Any additional tasks deemed reasonable by the General Manager; and
- Monitoring hotel security overnight.

The ideal candidate will have:

- A can-do, responsible, and flexible approach to work with a strong work ethic;
- Prior experience in the Night Audit function in a similar environment;
- Exceptional customer service skills; including friendly customer service demeanour;
- Proven ability to be a proactive individual with strong organisational and time management skills;
- Well-developed problem solving and analytical skills, excellent communication skills;
- A passion for exceeding guest expectations and providing a high standard of guest service
- A strong eye for detail and a focus on accurate reporting
- Strong written and verbal communication skills
- Exceptional personal presentation and grooming and;
- A strong appreciation and compliance of workplace safety.

This is a casual role working from 2300 - 0700 2 days per week. The two shifts are Friday and Saturday, there will be times that additional days will be required to cover sick and annual leave. To apply, please email your application, current references, and a covering letter that clearly demonstrates your suitability for the position to: Chantal Baker; General Manager
gm@royalcoach.com.au

Please note that due to the high volume of applications expected, only short listed applicants will be contacted

Further information available: [www.1834hospitality.com.au /employment](http://www.1834hospitality.com.au/employment) and www.1834hotels.com.au