

# Accor professions guide: Night auditor (m/f)



## What exactly does my mission involve?

- Welcome guests who arrive late and take care of them until their departure
  - Carry out the day's opening and closing operations
  - Is responsible for the hotel once the daytime managers are off duty
  - Ensure the safety of property and people
  - Depending on the structure: set up the breakfast and clean common areas
- Apply on line for the Night auditor positions

## This profession exists...

in Group hotels all over the world.

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[Personality](#) | [Activities](#) | [Qualifications/Experience](#) | [Progression](#)

At ease with people  
Sense of service  
Open minded and Reactive  
Adaptable  
Autonomous  
Diplomatic and self controlled  
Organised

### Customer relations

Provides a warm and personalised welcome to guests  
Anticipates guests' needs and takes them into consideration  
Handles any guest complaints and/or remarks  
Informs guests about the formalities, any special conditions relating to their stay and the services available

### Professional techniques/ Production

Takes care of the arrival and departure processes for guests, ensuring they take as little time as

possible

Handles phone calls and manages the reservation schedule

Follows up any customer requests (wake-up calls, taxi, breakfast room service etc)

Writes a report on activities and incidents that occur during the night

### **Management and administration**

Respects the procedures governing invoicing and cash operations

Is responsible for the reception's cash holdings

Establishes the closing and nightly activity reports for hotel management

Vocational training in Hospitality / Reception

Fluent English (another language is appreciated)

Knowledge of desktop applications

First experience in a profession involving customer contact

Head Receptionist (m/f)

Reception Team Leader (m/f)

Head of Reception (m/f) (after experience)

Assistant room's division manager (m/f)

A group hotel of another brand or with higher capacity

International mobility