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.

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