



The Inn at The Union League Night Audit

Reports to: Front Desk Manager, Inn Manager

Job Summary:

The Night Audit is responsible for daily front desk agent duties such as checking guests in and out, managing guest requests, and taking reservations along with running the night audit, posting guest charges, and balancing the books. This is a full-time position requiring availability in the evening on Friday, Saturday, and Sunday. Below is a list of the Night Audit responsibilities.

Night Audit responsibilities:

- Assist arriving and departing members/guests with luggage and other personal items
- Assists in pre-registration and room blocking prior to registration
- Registers members/guests, assigns rooms
- Thoroughly understands and follows proper credit, check cashing and cash handling policies and procedures
- Understands and monitors room status information
- Knows room locations, types of rooms available, and all room rates
- Uses suggestive selling techniques to sell rooms and to promote other services of the club
- Balances credit cards at the end of the shift
- Runs night Audit Reports; corrects billing discrepancies.
- Communicated billing issues to accounting and the Inn Director
- Makes parking passes for members or guests that have parking posted to bill
- Prints folios to be passed out to in house guests
- Transfers and posts all charges for in house guests
- Coordinates room status updates by notifying housekeeping of all checkouts, late checkouts, early check-ins, special requests and part day rooms
- Provides information regarding availability and rates for members and guests
- Manages room keys
- Operates front desk equipment
- Taking and imputing room service orders
- Processes member/guest check in and outs
- Posts and files all charges to members' and other accounts
- Uses proper telephone etiquette
- ALWAYS GREETES THE MEMBERS AND GUESTS WITH A SMILE
- Processes mail, packages, and messages that arrive at the front desk
- Knows of daily activities and meetings taking place in the club
- Reports unusual occurrences or requests to the Front Desk Manager and Inn Director
- Knows all safety and emergency procedures

- Maintains the cleanliness and neatness of the front desk area
- Completes assigned tasks from the Front Desk Manager or Inn Director
- Must always show up in full uniform
- Each employee of the Union League is expected to clean and maintain the building.

Skills required:

- High School or equivalent or two years' experience as a front desk agent or night audit
- Desire and willingness to work as a team within the front desk and other departments
- Personal maturity, sound judgement, motivation, and integrity

To apply, please send all resumes to Sarah Rosenberg at rosenbergs@unionleague.org