

## NIGHT AUDITOR

As Night Auditor, you will be responsible for overseeing the night-hour of the Front Office Team to ensure that Team Members are prepared and well-informed to deliver our Guests an exceptional experience from check-in through check-out.

### Key Responsibilities:

- Oversee the entire night Front Office operation to maintain high service standards.
- Serve as a point of contact for all hotel Guests.
- Complete or oversee Night Audit duties.
- Maximise room occupancy at best rates and use up-selling techniques to promote hotel services and facilities.
- Understand and demonstrate correct procedures regarding the acceptance of foreign currencies, credit cards and cash in accordance with the hotel credit policy
- Represent the Hotel General Manager and other senior managers in their absence, taking full responsibility of the hotel.
- Manage, record and promptly resolve issues or emergencies that arise
- Demonstrate current knowledge of hotel products, services, pricing and policies, as well as knowledge of the local area.
- Act in accordance with all security and emergency procedures and manage the instigation of these, as required.
- Compile adequate handover for the Front Office Manager / Duty Manager.
- Attend appropriate training courses, when required, and assist with the Night Team's training and development efforts.
- Act in accordance with policies and procedures when working with front of house equipment and property management systems.
- Assist other departments, as necessary
- The above responsibilities are not exhaustive and the successful incumbent may be required to perform additional duties from time to time.

### Qualifications and Skills Required:

- Diploma and/or Degree in Hospitality and Tourism or Hotel Management
- 4-5 Years Front Office Experience with 2 years in a Front Office supervisory role.
- Excellent leadership, interpersonal and communication skills.
- High level of IT proficiency.
- Commitment to delivering a high level of customer service.
- Ability to work under pressure.
- Excellent grooming standards.
- Flexibility to respond to a variety of work situations.
- Ability to work on your own and as part of a team.

**Closing date: 15 March 2024**

Interested candidates should send an application letter and detailed CV to [recruitment\\_hilton@hiltonwindhoek.com](mailto:recruitment_hilton@hiltonwindhoek.com)  
Please note that no hand delivered applications shall accepted nor shall CVs submitted be returned.

***Only shortlisted candidates shall be contacted.***