

# MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

## JOB DESCRIPTION

F/TC/26 Rev00

**Job Title: Night Auditor**

**Level: 3**

**Reporting to: Revenue Auditor**

**Department: Finance**

**Responsible for: Auditing**

**Date: 08-10-2024**

### OBJECTIVE:

Every Mercure team member is a "Heartist". A Heartist represents Mercure's brand and its values, at all times. The Mercure Heartist will establish relationships and foremost, the Mercure Heartist will deliver an exceptional guest experience and promote the French Elegance.

### Key Responsibilities

At Mercure Hotel Suits & Apartment, Night Auditor who will assist with the night operations of the hotel and be responsible for creating a warm and personalized welcome experience for our guests overnight. You will perform the end-of-day auditing, reporting, and balancing for all departments and hotel functions.

### What you will be doing?

- Welcoming our late arrival guests and fare welling our early departures
- Ensure the smooth and efficient running of the Hotel's overnight operation, maintaining guest satisfaction and the safety and security of the property
- Taking initiative to ensure that interactions with our customers are positive and productive
- Actively resolving complaints and challenges presented by customers
- Undertake the daily reconciliation of the Hotel's trading, including the checking and preparation of reports, completing audits, and collating the necessary paperwork for departures
- Preparing and distributing relevant reports to relevant departments
- Managing and confirming reservation details and accounts for in-house guests details ensuring all details are recorded accurately
- Providing efficient service for guest registration and departure by checking in and out guests as required
- Serve overnight room service, including the preparation of dishes
- Maximizing guest satisfaction as well as the safety and security of the property.
- Attending to guests efficiently and effectively in order to ensure total customer satisfaction

### Your Experience and Skills

- At least 3-5 years of experience in Night Auditor experience in the hospitality filed.
- Knowledge of Opera PMS is necessary.
- Be a night owl who enjoys working alone

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- Exceptional customer service & communication skills
- Excellent time management skills and the ability to work autonomously
- A hands-on team player with a can-do attitude
- Initiates contact and establishes rapport easily
- Willingness to take ownership and have the initiative to carry out different tasks as required
- A good understanding of finance and accounting practices
- The ability to coordinate multiple tasks whilst maintaining attention to detail
- An ability to work weekdays, weekends and public holidays

### **GENERAL DUTIES:**

#### **Health and Safety**

- Ensure that all potential and real Hazards are reported immediately and rectified
- Be fully conversant with all departmental Fire, Emergency and Bomb procedures
- Ensure that all emergency procedures are rehearsed, implemented and enforced to provide for the security and safety of guests and employees
- Ensure the safety of the persons and the property of all within the premises by fairly applying Hotel Regulations by strict adherence to existing laws, statutes etc.
- Ensure all staff within the department work in a manner which is safe and unlikely to give risk of harm or injury to selves or others
- Use safe manual handling techniques and practise safe work habits following Accor Health, Safety and Environment policies, maintain procedures to minimise our impact on the environment and prevent pollution.

#### **Confidentiality**

- Ensure confidentiality and secure storage of all intellectual property and data bases, both hard copy and electronic. Adhere to Accor Internet and Email policy
- Ensure Hotel, Customer and Staff information or transactions are kept confidential during or after employment with the company.

#### **To be fully conversant with:**

- Hotel fire procedures
- Hotel security procedures
- Hotel Health and Safety policy and procedures
- Hotel Facilities and attractions
- Hotel standards of operation and departmental procedures
- Mercure Appearance guidelines
- Mercure vision and its corresponding strategies
- Methods of accepted payment of the company
- Short and long term company marketing promotions

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### NOTE

This document reflects the job content at time of writing and will be subject to periodic change in the light of changing operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

**Heartist Name:**

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**Head of Department Name:**

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**Date:**

**Date:**

**Heartist Signature:**

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**Head of Department Signature:**

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