ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Approach all encounters with guests and employees in a friendly, service-oriented manner.
- Comply at all times with standards and regulations to encourage safe and efficient hotel operations.
- Maintain a friendly and warm demeanor at all times.
- Initiate and complete the End of Day process.
- Run all reports as required for Food and Beverage audit.
- Complete the Night Audit checklist for computer procedures daily.
- Balance the day’s work.
- Maintain cashiering responsibilities as per Front Office procedures.
- Maintain Front Office computer system operation.
- Fulfill all Front Office functions between the hours of 11:00 p.m. and 7:00 a.m.
- Handle and follow through on all guest requests daily from 11:00 p.m. until 7:00 a.m.
- Follow safety and emergency procedures.
- Maintain proper record keeping (i.e., log books, etc.).
- Be familiar with all policies and house rules.
- Maintain radio contact with other employees during entire shift.

- Have a working knowledge of security procedures.
- Ensure employees are at all times, attentive, friendly, helpful and courteous to all guests, managers and fellow employees.
- Prepare and distribute the daily reports to the appropriate managers.
- Maintains regular attendance, is consistently on time, and observes prescribed work, break and meal periods in compliance with standards.
- Maintains high standards of personal appearance and grooming, which include compliance with the dress code.
- Performs any other duties as requested by supervisor.