



MAJESTIC
ROOF GARDEN
HOTEL

Casual Night Auditor
Position Description





Majestic Hotels are a South Australian owned and operated boutique hotel group comprising of five properties; the multi award winning Majestic Roof Garden Hotel, located in the heart of Adelaide's East End; Majestic Old Lion & Tynte Street Apartments and Majestic Minima Hotel in North Adelaide; and the Majestic Oasis Apartments in Port Augusta.

Majestic Roof Garden Hotel - 4.5 star rating, Opened April 2004
Multi Award Winning in 2009
55 Frome Street, Adelaide
114 hotel rooms, 6 suites, 2 function rooms and 75 seat restaurant

Majestic Old Lion Apartments - 4 star rating, Opened December 1997, refurbished in 2011
9 Jerningham Street, North Adelaide
66 apartments

Majestic Tynte Street Apartments - 4 star rating, Opened June 1998
82 Tynte Street, North Adelaide
24 apartments

Majestic Minima Hotel - 3.5 star rating, Opened May 2008
Melbourne Street, North Adelaide
46 rooms

Majestic Oasis Apartments - 4 star rating, Opened September 2003
Marryatt Street (foreshore) Port Augusta SA
75 apartments



PURPOSE

Consistently, through a disciplined approach, focus on the upkeep of Majestic Hotel's products, incorporating continuous improvement and delivery of the highest quality to ensure true and lasting customer loyalty.

POSITION OBJECTIVES

- **COMMITMENT & CONSISTENCY** – To quality of work and always achieving the highest standards to consistently deliver great products
- **DISPLAYED INITIATIVE** – Ability to follow direction and tasks lists while recognizing when attention is needed in other areas and attending to them with the appropriate level of priority
- **ACCOUNTABILITY** – Through a disciplined approach maintain a culture of self-accountability within the team to ensure the company vision and values are achieved
- **TIME MANAGEMENT** – Accountability to achieve all tasks in a timely and efficient manner to ensure presentation of all common areas is maintained at the highest level
- **COMMUNICATION** – Effective communication skills incorporating a collaborative approach with internal and external stake holders
- **PROFESSIONALISM** – Consistent approach when collaborating with all levels of staff and external sources
- **ANTICIPATORY SERVICE** – Identify and service customer's needs before they ask
- **ACHIEVE COMPANY VISION** – Achieve our purpose to build true and lasting customer and staff loyalty



KEY RESPONSIBILITIES With a high level of accuracy perform the following:

Audit–Administration

- Conduct the night audit process reconciliation of the hotel in line with policy and procedure, ensuring excel reporting is provided to senior management.
- Accurate processing and balancing the day's takings from the hotels outlets in line with the Company policy and procedures.
- Complete cash, cheque, eftpos and credit card reconciliation
- Processes accurate charges to our guest's rooms
- Checks to see that all charges are assigned to the appropriate departments.
- Verify that all transactions performed at the front desk are supported by documentary evidence and signatures as necessary and that they have been correctly posted and allocated.
- Verify that room rates are correct and posts those rates to guest accounts.
- Follow the End of Day / Night Audit Checklist.

Customer Service

With a consistent focus on delivering the highest levels of service, perform the following duties;

- Maintain security of North Adelaide property's and offer customer service to guests while on duty.
- Provide an efficient and timely check in / out service to our customers.
- Deliver concierge services as required including booking of; transport, tours, transfers, restaurant reservations, leisure activities and general city information.
- Use initiative to manage and resolve customer and product faults in an efficient and timely manner.
- Promote and sell Majestic Hotels products and services at all times to ensure yield is maximised.
- Manage incoming calls with a consistent and professional approach keeping to the Company standard, including answering calls, transferring calls and receiving messages.
- Receive and conduct reservation enquiries, ensuring we secure future reservations efficiently.



KEY RESPONSIBILITIES**Customer Service**

- Allocation of guest rooms on a daily basis.
- Assist as required with porter tasks including delivering messages, luggage and other packages in line with department procedure.
- Provide valet parking of both manual and automatic vehicles as required.

SKILLS**Required****EXPERIENCE****QUALIFICATIONS****KNOWLEDGE**

- Effective communication skills incorporating a collaborative approach
- Strong analytical skills with a high level of computer literacy and accuracy
- High level of accuracy and attention to detail
- Proficiency in Microsoft Office applications, especially excel
- Exceptional time management skills with proven experience to establish priorities, organise workloads and ensure deadlines are met within a collaborative empowered environment
- An attitude of professionalism at all times
- Consistent approach to self-development
- Experience of working in a high pressure environment to get the task done
- High level of personal presentation
- Good physical fitness
- Ability to be able to work a rotating roster including weekends and public holidays
- Committed approach to continuous improvement in all areas of responsibility
- A general knowledge and understanding of basic WH&S requirements and a focus on workplace safety
- A shared passion and responsibility towards our groups vision and values

Highly desirable

- Proven experience in a similar role within a 4 and 5 star environment
- Competence in Opera or similar PMS systems is preferred



VALUES**Required**

- Demonstrate a work ethic, attitudes and values compatible with Majestic Hotels vision and values, specifically: -
 - Passion for our brand, products, staff, guests and industry
 - Professionalism at all times
 - Commitment to quality customer service standards and values
 - Respect and value of each and every team member across our group
 - High level of communication skills characterised by patience, clarity and empathy at a personal and telephone level
 - Flexibility and adaptability to handle changing work environments and the ability to support others in an environment of change
 - High level of interpersonal skills
 - An attitude to work within Workplace Health and Safety requirements

**ORGANISATIONAL
RELATIONSHIPS**

- Report directly to the Front Office Manager & further the Manager as required
- Limited accountability for the Night Houseperson
- Working as required with:
 - Guest Service Agents
 - Assistant Front Office Manager
 - Reservation Coordinator
 - Department heads across the Majestic Roof Garden Hotel and all Majestic sites



VISION STATEMENT

“our purpose as a company”

Majestic Hotels purpose is to build true and lasting customer & staff loyalty.

We recognise that to truly loyal customers we become the **hotels of choice** and to truly loyal staff we become the **employer of choice!**

VALUE STATEMENT

“what we stand for as a company”

Majestic Hotels values are what we believe in; they guide what we do each and every day.

Our customer values -

- CONSISTENTLY DELIVER GREAT PRODUCTS – achieve consistent focus towards maintenance & upkeep of physical product
- PROVIDE THEM THE ATTENTION THEY DESERVE – recognise them early!
- PROVIDE REGULAR ANTICIPATORY SERVICE – identify & service customers needs before they ask
- DELIVER A CONSISTENT SERVICE STANDARD – all staff + all departments + all products
- APPROACH OF CONTINUOUS IMPROVEMENT - by all staff toward product and service

Our staff values-

- PROVIDE OPPORTUNITY – to a highly diverse range of the community, with varying skill levels, respecting those choosing to earn a secure income, as well as those who in addition wish to build a career
- EMPOWERMENT + ACCOUNTABILITY + COLLABORATION – an environment where not only the most senior make decisions; where we all accept responsibility for our individual performance whilst working collectively as a true team
- RESPECT + VALUE – display genuine respect for each other, truly valuing each and every team members contribution no matter the role
- PROFESSIONALISM – conducting ourselves in a professional manner at all times
- DEVELOPMENT – provide clear direction on purpose & function, deliver adequate training, conduct regular appraisals, provide recognition when due & display continuous support

PEOPLE ARE OUR BUSINESS – OUR SUCCESS DEPENDS ON THEM!



I have read and understood the requirements of the role as outlined in this position description.

Employee Name

Employee Signature

Date

