

The Village At Squaw Valley

Job Title: Night Audit
Date Prepared: 5/8/02
Supervisor Title: FRONT OFFICE MANAGER
Business Unit (name and #): 130 Lodging Front Office

Summary:

Welcome guests to the resort and provide assistance with all aspects of lodging accommodations. Must maintain the highest levels of professionalism and work well under stressful situations. Must be able to work with little or no supervision during an eight hour graveyard shift. Focuses on the "experience" for all guests by maintaining a positive and friendly attitude. Shows initiative towards improving employee and guest experience. Position is responsible for setting up all aspects of the Front Desk for the next day's operations. Provide complete, accurate and timely accounting services for The Village at Squaw Valley.

Previous guest services experience and schedule flexibility required.

Essential Functions:

- Must be on time to all scheduled shifts 11pm to 7am.
- Performs all check-in and check-out functions in a friendly and efficient manner.
- Greets each guest who enters the Lodging Reception Center.
- Answer phone calls with a smile and friendly voice.
- Answer all questions with accurate responses.
- Handles stressful situations with a clear head and SOLUTION mentality.
- Participates in the sales culture of the front desk by booking walk-ins, upselling reservations, and taking advantage of any promotional products offered at the front desk.
- Accountable for monies recieved at Front Desk and responsible for turning in all monies to accounting.
- Maintains a guest friendly atmosphere with music and a neat work environment.
- Assists new employees in learning job functions.
- Review lodging transactions daily to ensure that accurate and timely revenues and expenses are recorded
- Prepare and send backup to credit card company
- Runs all necessary reports and programs to ensure a successful end of day.
- Utilizes checklists to ensure that all job functions are completed.
- Follows procedures and coordinates efforts with Security during any emergency (Power outage, fire, etc.)
- Maintains a neat and professional appearance.
- Handles other job duties as assigned with a positive attitude.

Responsibility for Others:

Assist and train new employees.

Formal Education:

College degree preferred, High school diploma required.

Job Experience:

Industry knowledge preferred, 1-2 years in Guest Service position required.

Special Skills/Equipment:

Basic computer skills, ability to type, able to communicate clearly in English, team player, friendly and outgoing personality, neat and presentable appearance. Accounting Experience/Knowledge a plus.

Physical Requirements:

Able to stand for up to 8 hours, able to lift 25 lbs

Contact:

- Guests - Constantly in the public eye, often the first contact for the resort. Must maintain composure under stressful conditions.
- Employees – Will have to work with Security to assure guest satisfaction. Pass along all important issues to other front desk employees during shift changes.
- Other - Front desk clerks are frequently asked to aid guests with questions that involve calling businesses, i.e. taxi, theater, airlines, car rentals.