



Night Auditor

Located in the absolute centre of downtown in the vibrant Halifax waterfront, in the heart of the new Queen's Marque district, Muir offers elevated hospitality inspired by the spirit, culture and natural beauty of Nova Scotia. In each of our departments, our team shares a common goal – providing an exceptional customer experience in a clean, comfortable environment. If you are passionate about a career in hospitality and want to join a team that shares this common goal, the Muir is presently seeking a **Night Auditor**.

Employee Benefits:

- Eligible for \$500 signing bonus upon completion of probationary period.
- Payment for on call shifts even when you are not called in.
- Evening shift premiums.
- Eligible for shift premiums based on our self-inspection program.
- Eligible for shift premiums based on hotel capacity.
- Access to our employee development/education reimbursement program.
- Company scholarship program for employees and family members.
- Flexible work schedule.
- One earned day off every two months based on attendance.
- 50% reimbursement of monthly transit pass.
- Access to our gym and fitness facilities.
- Shoe allowance of \$100 per year.
- Uniform dry cleaning.
- Eligible for the annual company bonus program.
- Comprehensive Extended, Health, and Dental benefits.

- Opportunity to Participate in the Employer sponsored retirement savings program.
- Access to Marriott employee travel benefits.
- Employee centric back of house experience.

Shifts: Vary in their start and end time and can change due to the needs of our guests. A mixture of days, evenings, holidays and weekend shifts.

What you will be doing:

Reporting to the Night Manager, the Night Auditor serves as a Guest Service Agent as well as an auditor for the daily guest ledger. The Night Auditor is responsible for various tasks such as to reconciling the hotel's daily accounting, ensuring an accurate assessment of both room use and revenue collection, and ensuring that all accounts are collected upon.

If the Night Auditor finds discrepancies within the accounting ledger, it's their responsibility to track down the correct information and update the ledger.

- Reconcile the hotel's daily accounting to ensure an accurate assessment of room use and revenue collection
- Check guests in and out during all hours of their shift
- Verify that all guests are correctly checked in – length of stay; room rate; discounts; BonVoy benefits are correctly applied according to their tier
- Post all charges as per the services provided to the guest; room service, restaurant, bar, and amenities usage
- Account for the day's cash flow, reconciling guest accounts, and preparing a daily revenue report. If errors are detected, research the cause, and notify Manager if cause cannot be located
- Review supply delivery slips and compare against the inventory received to verify no errors were made in the order
- Manage phones during shift; accessing voicemails and transferring calls, and arranging wake-up calls as required by guests
- Address individual guest request and concerns as they arrive
- Remain a calm and resourceful point of contact for guests and staff in the event of a variety of emergencies
- Report any unusual and suspicious behaviour of guests or staff
- Conduct duties in a courteous, safe and efficient manner, in accordance with hotel policies and procedures, ensuring that the highest level of service and communication is maintained
- Comply with all Hotel Standards and Procedures including grooming and uniform standards
- Actively promote a considerate work environment, which cares for guests and associates alike
- Able to work any shift that is assigned them by the Housekeeping Manager
- Perform any other pertinent duties that may be assigned to them

Your experience and skills include:

- 1 -2 years guest service-related experience, preferably in a luxury environment
- High school diploma or equivalent is required. Applicants who have a background in accounting, bookkeeping, or customer service would be preferred
- Ability to work night shifts required
- Positive and can-do attitude
- Excellent verbal and written communication skills – English a must; a second applicable language an asset
- Strong active listening skills
- Organizational skills
- Problem solving skills
- Effective complaint handling
- Physically able to stand for an entire shift
- Computer skills required – Lightspeed; Micros; Opera
- Ability to handle cash and credit procedures

Your Team and working environment:

- Fast-paced new build luxury hotel
- Located in the heart of the vibrant Halifax waterfront, minutes away from the Dartmouth ferry terminal
- A team of like-minded hospitality professionals that share a passion for service
- Back of house experience that puts employees first

Our commitment to Diversity & Inclusion: We are an inclusive company and our ambition is to attract, recruit, and promote diverse talent.

APPLY TODAY: For more information on the opportunities at the Muir Hotel, please visit www.muirhotel.com or send your resume to HR@MuirHotel.com