

# Guest Service Host & Night Auditor



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Phone :

Web :

## Job Summary

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Vacancy :

Deadline : Jan 23, 2025

Published : Dec 23, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

### Full job description

**Guest Service Host & Night Auditor Job Summary** Coco Key Hotel & Waterpark Resort is seeking a proactive, detail-oriented individual to join our team as a Guest Service Host & Night Auditor. This hybrid role combines front desk operations, guest services, and night audit responsibilities, offering a dynamic and rewarding opportunity. The position includes working two Night Audit shifts and 2–3-day shifts per week, with additional night audit coverage as needed. **Key**

#### **Responsibilities Guest Services & Front Desk Duties**

- Greet guests warmly during check-in and check-out, ensuring accurate and efficient processing.
- Respond to guest inquiries through phone, email, chat, and in-person interactions, offering detailed information about hotel services and amenities.
- Manage room assignments, upgrades, and special requests to enhance the guest experience.
- Process payments, resolve billing discrepancies, and ensure smooth guest transitions.
- Act as a liaison between guests and other departments, coordinating service requests and resolving concerns promptly.

#### **Night Audit Responsibilities**

- Balance daily room, restaurant, and bar revenue, ensuring accurate posting and settlements.
- Prepare and review revenue reports, including the Guest Ledger Summary and Daily Restaurant Summary.
- Audit Point of Sale (POS) systems, making necessary corrections and adjustments.
- Reset hotel systems for the next day's operations.
- Address any system or computer issues during the night shift.

#### **General Duties**

- Monitor and address guest requests via internal communication systems, including PBX and ticketing platforms.
- Collaborate with other departments to resolve service issues and provide seamless guest care.
- Assist with pre-arrival, in-house, and post-departure communications, encouraging guest feedback and resolving concerns.

#### **Schedule Expectations**

- Work two Night Audit shifts per week (10:00 PM – 6:00 AM).
- Cover 2-3 daytime Guest Services shifts per week and additional night audit shifts as needed.

#### **Qualifications**

- Experience: Minimum of 1 year in customer service or hospitality; front desk or night audit experience preferred.
- Education: High school diploma or equivalent required; hospitality-related education is a plus.

**Skills:** · Proficient with hotel Property Management Systems (PMS) and POS systems. · Strong verbal and written communication skills. · Detail-oriented with excellent multitasking and time-management abilities. · Comfortable with technology and fast-paced environments. **Benefits**

- Health, Dental, and Vision Insurance
- Opportunities for growth within a dynamic team
- Competitive pay and flexible scheduling

Job Type: Full-time Pay: From \$16.00 per hour Benefits:

- Dental insurance
- Employee discount
- Free parking
- Health insurance
- Paid jury duty
- Paid time off
- Parental leave
- Tuition reimbursement
- Vision insurance

Schedule:

- Evening shift
- Every weekend
- Holidays
- Monday to Friday
- Night shift

Experience:

- Hotel experience: 2 years (Required)

Ability to Commute:

- Orlando, FL 32819 (Required)

Ability to Relocate:

- Orlando, FL 32819: Relocate before starting work (Required)

Work Location: In person

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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