

Part Time Overnight Guest Services Agent (Night Audit) | Hyatt House Orlando



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Phone :

Web :

Job Summary

Vacancy :

Deadline : Jan 23, 2025

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Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Full job description

We're looking for a Night Auditor who is a hard-working, friendly, charismatic person who wants to personalize the guest experience. The ideal candidate is dedicated, personable, professional, and communicates well. This person will play a critical role in the Front Office team as they "hold down the fort" so to speak during the overnight shift, preparing their colleagues for the next day. This position is scheduled for 11 PM - 7 AM. This position is non-exempt and reports to the Assistant General Manager. **The Property** HYATT House is an extended-stay, residential-style hotel that aims to provide individual travelers with the feel of a modern condominium. Our 175 room, all suite property offers the comforts of home such as fully equipped kitchens, flat panel HDTVs and daily complimentary breakfast, while the public space features facilities such as a pool, a fitness center, and a business center. This property is located in urban Orlando near popular destinations such as the Orange County Convention Center, Universal Studios, and premium outlet shopping experiences, accommodating small meetings and corporate clients seeking to place their employees on extended assignment. **Who We Are**

- A brand-new property with the ability to build your team from scratch.
- Passionate – about hospitality and fostering an environment where associates will thrive.
- Culture driven – dedicated to respect, teamwork, an entrepreneurial spirit, and the drive to succeed.
- Unique – we encourage our associates to express themselves and their individual talents. We celebrate diversity and are committed to equity and inclusion.
- Innovators – we are a lifestyle hotel management company that is constantly evolving. We are open-minded individuals who embrace change.
- A growing team looking to expand with authentic and genuine individuals who recognize the importance of team engagement.

What You Will Be Doing

- Serve as the heart, mind, and soul of the hotel during the overnight shift
- Provide exceptional personalized customer service and experiences to guests.
- Live like a local. Knowledge of the neighborhood and city.
- Provide support to guest services leaders and the entire hotel team.
- Create a warm and welcoming atmosphere.
- Close the day functions of the hotel – account for daily activity by organizing and verifying information.
- Run/distribute daily reports for the hotel.

What We're Looking For

- Think on your feet, use good judgement and problem solve in a fast-paced environment.
- Passion for hospitality and providing excellent guest service. This enthusiasm will be apparent from speaking with you.
- Exceptional communication skills both verbal and written.
- Knowledgeable in Microsoft Office.
- Open availability required. Must be prepared to work overnight shifts 11pm - 7am.

As part of an organizational culture that embraces change and progress, this job description does not seek to limit the tasks and responsibilities of the position. Rather, it acts as a springboard for future career and personal development within the property team and entire Modus Hotels' community. We are an equal opportunity employer. We actively respect the right of any qualified individual who performs to Modus standards to work. Discrimination based on gender, age, race, religion, national origin, marital status, sexual orientation, disability, or any other characteristic not related. PM Hotel Group will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. This description is subject to change, at the sole discretion of the Company, and in no way creates an employment contract, implied or otherwise; each associate remains, at all times, an "at will" associate. This position is non-exempt and will require standing and moving at least 75% of the time.

Education

Preferred

- High School or better

Behaviors

Preferred

- Dedicated: Devoted to a task or purpose with loyalty or integrity
- Detail Oriented: Capable of carrying out a given task with all details necessary to get the task done well

Motivations

Preferred

- Self-Starter: Inspired to perform without outside help
 - Ability to Make an Impact: Inspired to perform well by the ability to contribute to the success of a project or the organization
- Equal Opportunity Employer/Protected Veterans/Individuals with Disabilities The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. 41 CFR 60-1.35(c)

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
