

THE RESORT AT PORT LUDLOW

POSITION TITLE: NIGHT MANAGER

JOB SUMMARY:

Manager on Duty overnight – from 11pm – 7am daily. Makes certain that the guests, employees and property are secured and safe overnight. Fully prepared to handle emergency situations, challenging guests and unusual requests. Works independently and alone most of the time. Performs all night audit functions. Ensures that all daily transactions are reconciled and accounted for in accordance with set policies and procedures. Responsible for accurately posting charges and payments to guest accounts. Ensures proper check-in and check-out of guests during the night audit shift. Makes room reservations on occasion.

QUALIFICATIONS: EDUCATION, KNOWLEDGE, TRAINING, & WORK EXPERIENCE:

- Management experience highly desired.
- Hospitality experience preferred (and/or customer service).
- Knowledge of various Front Office systems desired – as well as Microsoft Office, micro point of sale and Maestro or similar systems
- Working knowledge of Excel is essential.
- Requires clear and concise communication skills in order to work with all departments.

ESSENTIAL FUNCTIONS:

- Ensures proper guest service during the overnight and handles all emergency/needs as “Night Manager on duty.
- ”Ensure that the night audit is performed in an accurate and timely manner each night.
- Completes closing reports on *Maestro*, *Micros* and all Accounting systems and updates the Excel report, ensuring that all figures are transferred correctly and in balance.
- This includes print out of all point-of-sale and front office system “Z”/end of day reports.
- Also includes Golf Course & Marina.
- Balances rooms and food and beverage transactions by manually adding actual vouchers and reconciling with computer totals.
- Balances credit card, direct billing, tips, distributions and other payments.
- Reports all discrepancies to the Rooms Director, General Manager and Controller immediately.
- Updates MOD report, STASH loyalty program and distributes morning reports.
- Handles Front Office (check in & out) functions and telephone operations during 11:00 p.m. to 7:00 a.m. shift.
- Properly balances and transmits credit card *Protobase* transactions.
- Performs all activities in a professional manner and in accordance with company policy.

- As time permits, assists in other duties as assigned by Rooms Director and/or General Manager.
- Attends meetings as required.

ENVIRONMENT:

Indoor office environment.