

# JOB DESCRIPTION

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JOB TITLE

NIGHT AUDIT/ PORTER

REPORTS TO

NIGHT AUDIT MANAGER

DEPARTMENT

FRONT OFFICE

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## POSITION OVERVIEW

Millbrook Resort is New Zealand's leading lifestyle resort. Our mission is to be recognised as world-class and we will achieve excellent in all aspects of our business.

The role is responsible for providing outstanding customer service at all times to all guests, supporting all aspects of guest services across resort operations. Guest expectation levels must be met and always exceeded resulting in future return business.

## SUCCESS PROFILE

- Minimum of 12 months customer service experience in 4/5-star Hotel/Resort environment desired although not essential.
- Passion for delivering an outstanding guest experience.
- Strong communication skills, coupled with a "can do" attitude.
- Impeccable grooming standards and must be physically fit to carry-out manual handling.
- Ability to work on own or as part of a team.
- Must be of a helpful and friendly disposition with a professional approach.
- High level of numeracy skills and attention to detail.
- Full clean Driver's Licence is essential.
- Excel working under pressure and ability to multitask.
- Flexible with shift work and nights, including working on public holidays.

## POLICIES & PROCEDURES

- Ensure compliance with licensing laws, Health and Safety at Work Act 2015 and other statutory regulations.

- Show commitment to driving environmental and sustainable practices day to day within the role.
- Confidentiality of guest information is always essential in line with Privacy Act 2020.
- Implement and adhere to resort policies and procedures.

## KEY ACCOUNTABILITY

- Anticipate guests needs and respond to all enquiries and requests quickly and efficiently meeting and exceeding the resort's five-star service standards.
- Responsible for ensuring all forms of transport are carried out to the required standard.
- Assist reception with arrivals, departures, answering telephones and taking messages in a professional manner.
- Ensure that all queries and complaints received by guests or visitors are responded to in a friendly, professional and prompt manner.
- Provide information on Millbrook's facilities, local tourist attractions and activities to guests and visitors.
- Deliver room service orders promptly in a friendly and courteous manner, including newspaper deliveries.
- Provide a porter/delivery service of goods and equipment between departments.
- Proactively deal with general maintenance repairs and report any major malfunctions to the maintenance team.
- Effectively carry out the night audit process to the required standards.
- Rostered as Duty Manager during the evenings as required.
- Ensure that all cash handling is accurately recorded and that figures balance at the completion of each shift. Liaise with the FOM and Hotel Manager during budget forecast and review periods.
- Close, balance and post Clubhouse and Cafe Dinner balances.
- Rate code dissection and accommodation posting; Check all accommodation rates against rate code and post accommodation.
- Audit all restaurant balances and reception shifts and reconcile all transactions against manual posting and balance all transactions. Reconciliation of all cash and card transactions.
- Prepare and process daily banking.
- Cash Control and audit count and record all cash float totals; prepare restaurant floats for the following day.
- Security audit of all keys held in reception key cabinet.
- Prepare reports and statistics on hotel operations by the relevant departments, especially marketing.
- Preparation of daily briefing sheet for all departments.
- Statistical analysis of all Food and Beverage covers.

- Preparation of Flash Report for all departments.
- Collation and preparation of other reports as required and requested from time to time.
- Ensure area in front of reception and the general vicinity outside is always swept, clean and tidy.
- Change linen, bed configurations and turndowns, as well as cleaning duties and vehicle maintenance.
- Ensure all Millbrook Resort's transportation vehicles are always cleaned to the required level.
- Provide any guest transport requirements as necessary.
- Give all guests a tour of the room and point out equipment and objects of importance including TV, video, CD and washing machine, dryer, etc.
- If any other daily operational duties are not undertaken because of security issues taking priority, relevant departments must be informed at the end of the shift.
- Minimum of two foot patrols through the main village area per night.
- Minimum of three mobile patrols; covering all accommodation areas within the resort.
- Check Food & Beverage Commissary area - all fridges are locked and secure. All appliances in the Outlets are switched off after service.
- Winter / Adverse Weather Conditions; check pond levels during heavy rain; check roads and paths for snow / ice conditions and follow appropriate procedures.
- General security checks and provision at reception.
- Organise luggage and ensure that the luggage is transported to the correct rooms and ensure smooth checkouts.
- Ensure all guests depart safely at the correct time.
- Carry-out any other duties as directed by management.
- Correct reporting of any security/Health & Safety issues, incidents and complaints. Taking appropriate action in the event of an emergency.