

## We're Hiring – Front Desk Attendant-Night Auditor

NAV CENTRE, 1950 Montreal Rd., Cornwall, Ontario, K6H 6L2

Are you looking to work for a company that shares your passion? Would you like to grow your career in the exciting hospitality industry? Then the NAV CENTRE is the place for you! Take the opportunity to work for a company that invests in its employees and their rising career path.

### Your Contribution

The NAV CENTRE is seeking dynamic individuals to fill the role of **Front Desk Attendant / Night Auditor** in Cornwall, Ontario.

### Overall Responsibilities:

To provide the highest quality of service to guests at all times; ensure that communications flows through seamlessly meeting established standards for maximum guest satisfaction; act as main contact for guests and other departments.

### Night Auditor Responsibilities

#### Essential Functions:

- a) Guest services duties: check in / out, making reservations
- b) Provide Excellent Customer service (internal & external)
- c) Posting banquet charges to accounts
- d) Balancing credit cards and cash in point of sale system
- e) Balancing food & beverage room charges in Visual 1
- f) Adjusting and making necessary corrections in Point of Sale system to ensure financial accuracy
- g) Print required financial reports
- h) Run the night audit
- i) Answering the phone immediately or by the third ring using established verbiage in accordance with company policy and procedure
- j) Deal efficiently and professionally with all guests and/or security issues
- k) Act shift lead during emergency situations
- l) Takes initiative to guarantee guest satisfaction

### Front Desk Attendant Responsibilities

#### Essential Functions:

- a. Handle guest registration, check out, information and general services using established localized standard operating procedures in accordance with company policy

- b. Ensure proper public relations techniques are utilized and guests are handled both courteously and professionally
- c. Provide and obtain all necessary information when taking reservations over the phone
- d. Make sure proper identification and credit are established; all postings of cash transactions, account settlements and deposits are handled correctly
- e. Complete the check-in/checkout process by inputting guest information via Visual One system
- f. Always confirm pertinent stay information, including duration and room rate when applicable
- g. Answering the phone immediately or by the third ring using established verbiage in accordance with company policy and procedure
- h. Utilizing proper customer relations techniques to make sure calls are handled both courteously and professionally and on a timely basis
- i. Messages, deliveries, valet and faxes are handled correctly and efficiently
- j. Direct and provide assistance to guest having difficulties with Internet connections
- k. Logging and handle of all guest complaints and problems in a courteous and professional manner, and ensure follow through
- l. Entering rooming list
- m. Review current day's room availability, expected arrivals and check all VIP and special request reservations to ensure that they are pre-registered (when applicable) and blocked properly, notify housekeeping department of room assignments
- n. Ensure all necessary reports and forms are completed daily
- o. Check status of departures throughout the shift and relay all pertinent information when handing over to the next shift
- p. Check and respond to notes in daily diary.

### **Skills / Qualifications:**

- Days, Evenings, Nights, Weekend and Holiday Availability.
- Ability to work independently as well as in a team environment.
- Effective communication skills (written & verbal)
- Ability to work well under pressure
- Well organized and time efficient
- Detail oriented
- Strong computer skills: Microsoft Excel, spreadsheet creation and manipulation
- Ability to multitask and maintain deadlines
- Bilingual (French & English)



### **Our Advantages**

The NAV CENTRE is committed to recruiting and retaining the best talent in the industry. By joining our team, you will have the opportunity to participate in a unique and energetic environment focused on meeting excellence.

We offer employees a competitive remuneration package, along with benefits and exciting work perks, such as a fitness membership for your family. Our management team is committed to growing our team professionally and personally; offering many training and development opportunities.

### **How to Apply**

To learn more about the position and to apply, please visit [www.navcentre.ca/careers](http://www.navcentre.ca/careers) today.

The NAV CENTRE is committed to employment equity and diversity and we also welcome and encourage applications from people with disabilities. We believe that a culture of innovation and excellence is created by the mix of backgrounds, ideas and perspectives that can be found in a diverse and inclusive workforce.

We thank you for your application, but only those candidates under consideration will be contacted.

### **About the NAV CENTRE**

The NAV CENTRE offers an all-inclusive getaway experience for a diverse range of world-class event possibilities - from business meetings and conferences, to public receptions and private celebrations. As the largest hotel and conference centre in Eastern Ontario, we are committed to meeting excellence and can customize our packages to suit any occasion; offering our guests a delectable fusion of elegance, leisure and comfort.