



Rooms Division

Option

Night Shifts

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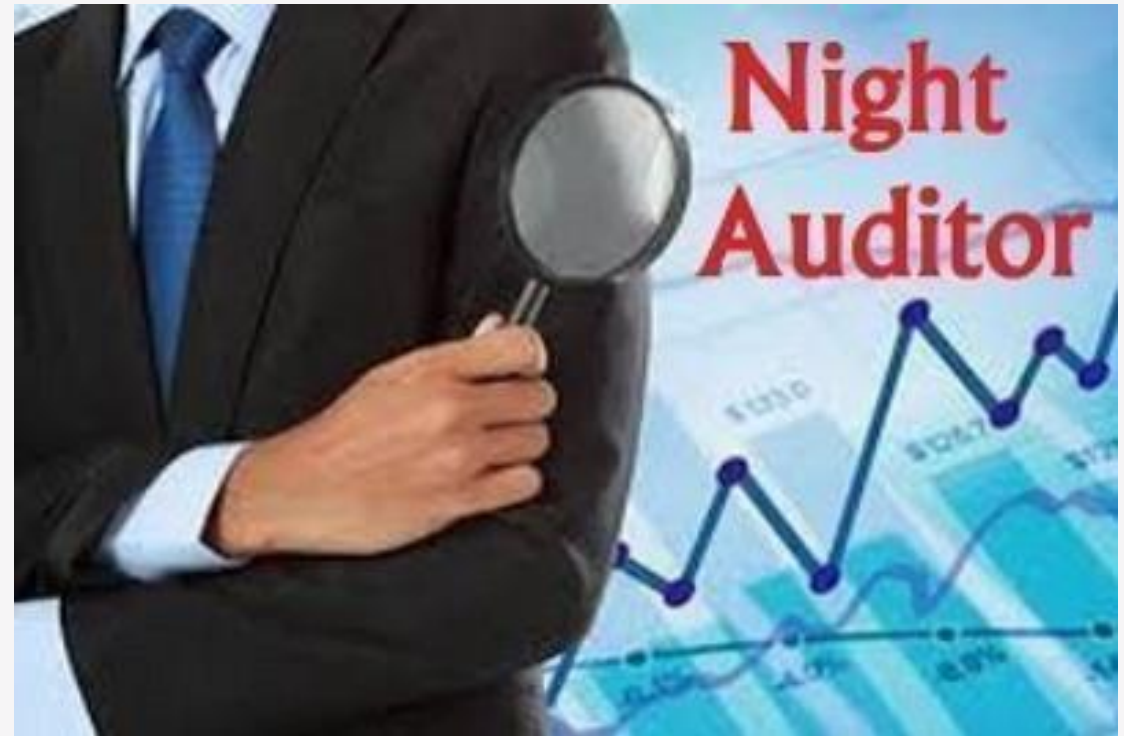


Night Auditor



What is a Night Auditor:

A Night Auditor performs an end of day accounting tasks during the night shift while being employed by the reception.



Night audit tasks



- Shifts start at 10pm.
- Receipt a handover from the day shift.
- Check arrivals left for the day.
- Security tours.
- Tally sheets for F&B.
- Check the FO team cashiering.
- Prepare next day arrival booklets.
- Review and update of all registration cards for the day.
- Take new reservations.
- Report any mistake to the Night Manager.



Night Auditor: Learn About
the Job Role & Responsibilities

Security tours



- Why are nightly security patrols important?
- How many tours do we do?
- What do we do during the security tours?



F&B Tally Sheet



- What is a tally sheet?
- How does it work?
- How do we correct mistakes?
- What is a daily revenue?

[illegible]

Check FO cashiering



- ✓ Does the night Auditor check the cash? Why?
- ✓ Check all the Credit Card transactions.
- ✓ Check all City Ledger.
- ✓ Check all arrivals done and correct mistakes related to cashier.





Check Arrival List

- Compare the signed registration cards with the checked-in customer.
- Print next day arrival list.
- Prepare the necessary information (brochures, public transport tickets, etc.) and place them in the arrival rack in alphabetical order.
- Separate groups arriving from those arriving individually.

Night Manager

Definition:

The Night Manager is the general manager of the hotel during the night. He is responsible for the operation of the hotel.



Night Manager Tasks

- Take all the decisions.
- Supervision of staff members.
- Send the Police report.
- Perform the end of Day.
- Management report printing and distribution.
- Daily/Monthly/Yearly closure.
- Responsible of the security.
- Complaints handling.
- Print & check room rate.



Decision

What decisions does the Night Manager make during the night shift?

- Employee discipline.
- Find solutions for customers.
- Hazards (fire alarm, security, emergency...)
- Report everything to the management.



Police Report

- Export police report from PMS.
- What are the information needed:
 - Last name / First name
 - Arrival / Departure date
 - Date of birth
 - ID / Passport number
 - Number of people
- Scan the signed registration cards
- Send all the documents to the police office

End of day

- Opera is a manual system
- Night Manager must manually change the date each night
- The Night Manager takes full responsibility for the actions taken in PMS
- It can be accessed from the main page of the Opera browser

micros FIDELIO	Opera Demo Hotel, Small			06-21-10		
MEXICO	Manager - Flash			11:06 AM		
	2010 DAY	2010 MONTH	2010 YEAR	2009 DAY	2009 MONTH	2009 YEAR
Total Rooms in Hotel	123	2460	13459	0	0	0
Rooms Occupied	0	20	166	0	0	0
Total Rooms in Hotel minus OOO Rooms	123	2070	13049	0	0	0
Available Rooms	123	2440	13273	0	0	0
Available Rooms minus OOO Rooms	123	2050	12863	0	0	0
Complimentary Rooms	0	0	0	0	0	0
House Use Rooms	0	0	0	0	0	0
Rooms Occupied minus Comp and House Use	0	20	166	0	0	0
Rooms Occupied minus House Use	0	20	166	0	0	0
Rooms Occupied minus Comp	0	20	166	0	0	0
Day Use Rooms	0	0	3	0	0	0
Out of Order Rooms	0	390	410	0	0	0
Out of Service Rooms	0	0	0	0	0	0
In-House Adults	0	20	196	0	0	0
In-House Children	0	0	0	0	0	0
Total In-House Persons	0	20	196	0	0	0
Individual Persons In-House	0	19	180	0	0	0
Block Persons In-House	0	1	16	0	0	0
Member Persons In-House	0	2	49	0	0	0
VIP Persons In-House	0	0	16	0	0	0
Individual Rooms In-House	0	19	170	0	0	0
Block Rooms In-House	0	1	16	0	0	0
Source Rooms In-House	0	0	0	0	0	0
Company Rooms In-House	0	0	17	0	0	0
Travel Agent Rooms In-House	0	0	2	0	0	0
Group Rooms In-House	0	1	16	0	0	0
Blocks In-House	0	1	16	0	0	0
Birthdays In-House	0	0	0	0	0	0
% Rooms Occupied	0.00	0.81	1.38	0.00	0.00	0.00
% Rooms Occupied minus Comp and House	0.00	0.81	1.38	0.00	0.00	0.00
% Rooms Occupied minus Comp, House and OOO	0.00	0.97	1.43	0.00	0.00	0.00
% Rooms Occupied minus Comp	0.00	0.81	1.38	0.00	0.00	0.00
% Rooms Occupied minus House	0.00	0.81	1.38	0.00	0.00	0.00
% Rooms Occupied minus Comp and OOO	0.00	0.97	1.43	0.00	0.00	0.00
% Rooms Occupied minus House and OOO	0.00	0.97	1.43	0.00	0.00	0.00
% Rooms Occupied minus OOO	0.00	0.97	1.43	0.00	0.00	0.00
Arrival Rooms	0	20	82	0	0	0
Arrival Persons	0	20	88	0	0	0
Deducted Arrivals	0	20	81	0	0	0
Non-Deducted Arrivals	0	0	1	0	0	0
Walk-in Rooms	0	2	5	0	0	0
Walk-in Persons	0	2	4	0	0	0
Extended Stay Rooms	0	0	8	0	0	0
Extended Stay Persons	0	0	8	0	0	0
Departure Rooms	1	20	78	0	0	0
Departure Persons	1	20	82	0	0	0
Early Departure Rooms	0	0	3	0	0	0
Early Departure Persons	0	0	5	0	0	0
Individual Departure Rooms	1	19	76	0	0	0
Individual Departure Persons	1	19	80	0	0	0
Individual Member Departure Rooms	1	3	24	0	0	0
Individual Member Departure Persons	1	3	24	0	0	0
% Individual Member Departures	100.00	15.00	30.77	0.00	0.00	0.00
Member Departure Rooms	1	3	24	0	0	0
Member Departure Persons	1	3	24	0	0	0
% Member Departures	100.00	15.00	30.77	0.00	0.00	0.00
No Show Rooms	1	36	250	0	0	0

Night Reports

- The NM is responsible for completing & printing each department's report.
- They distribute it every day in their pigeonhole.
- The reports includes the daily revenue & rebates for each department.
- Monthly and annual reports are also completed by the Night Manager.
- Ensure that every room rate is allocated to the correct market segment.



Option

Any Questions?



Thank you

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