



January 20, 2012

**Night Audit
Victoria, BC
Full Time, Permanent**

What's In It for You?

- Join our family of supportive team mates who are passionate about service
- "The Perks" including hotel and restaurant discounts
- Growth opportunities within a national multi-brand hotel company
- Industry leading development and training programs
- Learn and collaborate with the best in the industry
- Proud to be Canadian

We are looking for a night auditor at Harbour Towers Hotel & Suites in Victoria, BC.

Objective:

Responsible for the nightly audit functions which support the hotel operation by determining the daily income of the property and verifying that all customer accounts are correct and balanced. Also responsible for providing customer service to both internal and external customers.

Duties & Responsibilities:

- Verifies and balances daily charges for all departments to customer folios, master accounts and house accounts; makes corrections as necessary ensuring all required documentation is obtained
- Runs computer through nightly processing sequence to reset for next day's use in balancing of applicable functions
- Audits food & beverage income postings and charges
- Records and balances all food and beverage income
- Balances the guest ledger postings to the restaurant audit guest ledger
- Records and balances staff and house charges
- Audits all banquet event charges, verifying the accuracy of the charges and makes corrections as needed; prepares daily summary sheets
- Prepares and transmits credit card deposits
- Processes all ledger work to accounting
- Ensures back-up of all systems is run every night
- Communicates any systems issues that arise during the night through the proper channels
- Practices the fundamental principles of revenue management and utilizes revenue management techniques to maximize occupancy and average rates, while maintaining a high quality of guest service
- Utilizes and promotes up selling thereby maximizing revenues
- Exceeds customer and associate service expectations by providing added value to the hotel team and by doing whatever is reasonable and possible to meet their expectations
- Works as part of the overall team to ensure the hotels effective and profitable operation
- Works towards win-win solutions for all internal and external customer issues
- Minimizes loss of revenue by adhering to all established credit and inventory control procedures
- Other duties as assigned as needed



Preferred Education & Qualifications:

- Strong leadership ability with supervisory experience preferred
- Flexible, positive and energetic with the ability to work under pressure
- Strong data entry, analytical and communication skills
- Must be proficient in Microsoft Word, Excel, network systems and accounting software
- Experience in setting and meeting achievement oriented goals and standards
- Ability to prioritize and to meet all deadlines
- Has an understanding of customer service and is able to implement it on a day to day basis
- Hospitality experience preferred

This individual will:

- Have a warm, reliable and modest approach
- Will be organized, structured and a fact oriented worker
- Will be patient and thoughtful and has the ability to examine both sides of a situation
- Will value security and structure and will want to discuss changes prior to implementation
- Is careful and logical with a concern for accuracy

If you are interested in joining the liveliest hotels in Canada, each with their own unique sense of place then we want to hear from you!

Contact us at:

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SILVERBIRCH HOTELS & RESORTS IS SUPPORTIVE OF WORKFORCE DIVERSITY AND ENCOURAGES APPLICATIONS FROM QUALIFIED INDIVIDUALS.

NOTICE TO POTENTIAL JOB APPLICANTS

If you are considering employment with us, please be advised that SilverBirch Hotels & Resorts

- **does not** require job applicants to pay a fee for a job application or opportunity; and
- **does not** make unsolicited offers of employment.

If you have been approached by any entity engaging in such practices who claims to represent SilverBirch Hotels & Resorts, please advise us immediately by email at careers@silverbirchhotels.com and contact either the Canadian Anti-Fraud Call Centre at 1-888-495-8501 or the Royal Canadian Mounted Police.