

Night Auditor – Holiday Inn Express Olathe West

Are you a friendly, dependable, analytical person? Are you a night owl that enjoys working in solitude while completing predictable and consistent work? Are you looking for a career with a positive and fun culture, beautiful brand-new property and a supportive management and ownership team? The Holiday Inn Express Olathe West is actively hiring for a Night Auditor (Overnight Guest Service Associate). Our 93-room hotel, scheduled to open in July 2019, is the first of two hotels located at the new Olathe Soccer Complex at K-10 and Ridgeview Rd. A strong work ethic, positive attitude and commitment to quality are keys for success; prior hotel experience is a plus but not a requirement. Thanks for your interest in joining us!

Job summary

As Night Auditor (Overnight Guest Service Associate) at the Holiday Inn Express Olathe West, you are the face of the hotel to our guests and operates as the person in charge. Our Guest Service team is responsible for managing a wide variety of tasks and responsibilities to ensure the complete satisfaction of our guests and efficient operation of the hotel front office. The Night Auditor works our overnight shift and is often the only hotel staff member on site during the overnight hours, owning responsibility for maintaining the satisfaction, safety and security of guests overnight. In addition to handling traditional front desk associate duties including guest check-in/check-out, answering calls and managing customer service requests, night auditor duties also include nightly accounting and reporting, basic cleaning/maintenance tasks and breakfast preparation.

Duties and responsibilities

- Work the overnight shift (typically 11pm-7am) and serving as the PIC (person in charge) for the hotel. Occasional coverage of other shifts as needed.
- Ensure hotel consistently exceeds guest service expectations and achieves excellent guest satisfaction metrics.
- Manage traditional front desk responsibilities including answering phones, guest check-in/check-out, and managing guest billing and payment collection.
- Anticipate and address guest service needs and effectively resolve guest requests and complaints according to hotel standards.
- Manage special requests including guest laundry, mail, package delivery, safe deposits, housekeeping requests and wake up calls.
- Communicate with other hotel departments to deliver a seamless guest experience.
- Maintain proficiency in using property management system to make and modify reservations, manage billing, and monitor room and rate availability.
- Maintain organized communication records from guests, visitors, and others for the team.
- Develop deep knowledge of hotel property, local area and amenities, IHG Rewards programs and other information required to deliver excellent customer service.
- Keep front desk and work areas clean and organized at all times. Maintain and clean public areas including lobby, vending area, breakfast area, public restrooms and trash bins.
- Understand IHG room cleaning standards and assist housekeeping as needed.
- Manage all overnight audit/accounting processes and procedures.
- Assist in breakfast setup and support the team as needed to ensure guest satisfaction.
- Handle other duties as directed by the Guest Service Manager and/or General Manager.

Qualifications and requirements

- Passionate about delivering quality work, while interacting with people and serving others.
- Solid computer skills, proficient in Microsoft Excel and great mathematical accuracy.
- Strong organizational skills and a high attention to detail.
- Comfortable working overnight as the only employee in the hotel.
- Able to handle stressful situations and solve problems in a calm, professional manner.
- Physically able to perform all job responsibilities including standing for extended periods and lifting up to 50 pounds.
- High school diploma or equivalent. Relevant hospitality experience preferred.

Compensation and benefits

- Competitive hourly wage based on experience and qualifications
- Shared health, vision and dental insurance plans (full-time employees)
- Paid vacation (full-time employees)
- 401(k) plan with employer match
- Performance-based bonus plan
- Employee referral bonus plan
- Tuition reimbursement plan
- Semi-annual compensation reviews

Who we are

TS2 Hospitality (www.ts2hospitality.com) is part of Ehrhardt Properties, a family-owned, Missouri-based company with over 30 franchised hotels in Missouri, Illinois, Kansas and Oklahoma and a brand portfolio including Marriott, Hilton, IHG, Choice, and Wyndham. TS2 includes our platinum-award winning Fairfield By Marriott in Warrensburg MO (opened 2017), the Holiday Inn Express Olathe West (opening summer 2019) and Four Points by Sheraton Olathe (opening fall 2020). Our hands-on ownership team combines decades of hotel management experience with a commitment to serving our employees, delivering excellent guest experiences and a positive and engaged culture.

Our mission: **TO SERVE**...Our guests, our community, and each other.

Our vision: To be the **first choice** and **return choice** for lodging in our area; to be the **best employer** in our area; and to develop and maintain our reputation as a **great community partner**.

Our values:

- We have a servant's attitude.
- We believe in honesty above all, to all.
- We seek first to understand each other.
- We do everything with energy and passion.
- We believe that the whole is greater than the sum of the parts.
- We are award winning hotels.
- We have fun!

We are proud to serve the Olathe community as an equal opportunity employer and are committed to a policy of non-discrimination in employment on any basis including race, color, age, sex, religion, handicap or national origin.