• Follows proper audit procedures to balance daily revenue and expense transactions, identifies the causes of out-of-balance situations in a timely manner, produces various reports for management and takes initiative to correct errors to prevent reoccurrence.
• Ensures that all charges have been properly posted to the appropriate guest folio or master account, balanced and all supporting documentation is attached.
• Reconciles all charges to the ledger.
• Prepares back-up files and closes out shift and day on reservation system, including preparing system for next day business.
• Generates housekeeping reports and prints folios for next day departures.
• Compiles daily revenue reports and files work accordingly.
• Responsible for accurate management of cash funds and daily shift deposits.
• Assist with other Front Office duties.
• Calculates account balance at month-end and submits to accounting.
• Processes reservation advance deposits from receipt of reservation information to depositing and logging all monies.
• Performs all Front Desk duties including check-in, check-out and cashier procedures in a proper and efficient manner.
• Assists with guest needs and requests delivering outstanding hospitality at all times.
• Assists with other departmental duties such as bell stand, answering phones, etc.
• Reports any unresolved problems to management.
• Maintains clean work area.
• Provides information on area attractions and resort amenities.

QUALIFICATIONS

• **Education:** High school graduate or equivalent. Must speak, read, write, and understand the primary language used in the workplace. Must be able to speak and understand the primary language used by the guests who visit the hotel.
• **Experience:** Minimum one year of hotel front desk supervisory experience, experience handling cash, accounting procedures, and general administrative tasks. Opera PMS knowledge a plus.