

**POSITION DESCRIPTION**

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**JOB TITLE:** Night Supervisor**DEPARTMENT:** Administration/Accounting**REPORTS TO:** Director of Rooms & Assistant Controller

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**ESSENTIAL PURPOSE:** Responsible for all aspects of hotel operations during the third shift, with direct responsibility for the management of the night audit department, including the successful completion of all night audit functions and operations. To oversee guest registration and check-out, reservations, PBX communications, various Front Office reports and check lists, housekeeping, stewarding, safety and security for all guests and employees. To serve as the Manager on Duty (MOD) during working hours on a flexible five day schedule.

**ESSENTIAL FRONT OFFICE DUTIES:**

- To work closely with all departments to ensure standards are maintained at all times and to coordinate with department heads the resolution of departmental issues.
- To ensure that the Front Office checklist is accurately completed and that all pertinent reports are gathered.
- To control nightly inventory by resolving room discrepancies, to take proactive measures regarding room types for remaining arrival, to set up and follow through on walk procedures when necessary, and to oversee no-shows and process information to pertinent departments.
- To review room audit reports for accuracy and to: (1) identify and label discounted and complimentary rooms in compliance with existing policy; (2) confirm that appropriate tracking codes correspond to each room rate and origin code; (3) conduct nightly audits on discounted room rates to ensure room rate control; (4) correct inaccurate origin codes; and (5) correct and monitor room rates.

**ESSENTIAL NIGHT AUDIT DUTIES:**

- To ensure that the Night Auditor is well trained and capable of successfully performing all Night Audit assignments.
- To be completely familiar with all Night Audit functions in order to train staff to perform the tasks assigned to each position.

- To oversee all specified procedures to maintain and post a daily balance of house accounts, including running preliminary reconciliations, detail transactions, and final reports to accounting and profit centers.
- To oversee all specified procedures to reconcile cashier's reports with the restaurant system each night and to research and post any unresolved tickets from the day shift.
- To oversee all specified procedures to audit the shift closing of all Front Office staff, including personally closing shift three, and completing an audit summary for each shift.
- To oversee all specified procedures to correctly handle all cash transactions.
- To produce accurate and timely month-end reports, including guest ledger reports, geographic analysis, and travel agent reports.
- To produce preliminary flash reports on a daily basis.
- To be responsible for overall training of the Night Auditor to cover Front Desk, PBX, Reservations and Night Audit.
- To conduct regular monthly re-training and cross-training of the Night Auditor for certain job assignments that cover Front Desk, Reservations, PBX, and Night audit tasks.
- To ensure that all "Preferred Hotels" criteria is met for all Front Office Operations during the third shift.
- To complete weekly schedules for all third shift Front-of-House employees.
- To act as liaison between third shift employees and their department heads and the Personnel Office.
- To complete monthly inventory of Gift Shop.
- To establish and maintain a consistent and thorough means of two-way communications between the third shift operations and the Front Office Manager, General Manager, and Director of Rooms, as well as maintain clear and open communication to and from the Accounting Office.

**ESSENTIAL MANAGER ON DUTY (MOD) DUTIES:**

- To be responsible for ensuring that expectations of arriving, in-house, and departing guests are met and exceeded.

- To follow all ten "Service Absolutes" and impart them to all third shift employees.
- To oversee Housekeeping and Stewarding operations to ensure that hotel standards are met and policy is followed.
- To oversee the Temecula Creek Inn Security operations to ensure the safety and security for all guests and employees.
- To conduct nightly property tours in an effort to identify and correct any potential safety hazards and to ensure that all hotel policies and procedures are complied with.
- To meet with the Director of Rooms on a weekly basis to review projects, performance, goals, challenges, and opportunities identified from the prior week.
- To establish and maintain positive communication between department heads and the Executive Operating Committee to ensure that the high standards set by the Rancho Bernardo Inn are met and maintained at all times.
- To follow all policies and procedures of JC Resorts LLC.
- To immediately report all suspicious occurrences and hazardous conditions.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others.
- To comply with company and departmental safety rules and regulations, including the proper handling of all relevant equipment and machinery.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

**JOB KNOWLEDGE & EDUCATIONAL LEVEL:** High school diploma or equivalent required. English fluency required. Must have minimum one year experience in hotel audit systems, general accounting, or clerical auditing or controlling. Must know ten key by touch, and have strong math and analytical skills. Basic typing ability required. Must be able to display knowledge of one or more computer systems. Must display knowledge of currently accepted business phone etiquette.

**SKILLS AND APTITUDES:** Detail oriented. Organized and efficient. Learns quickly. Safety-minded. High quality standards for production and service. Diplomatic and calm. Strong verbal communications skills. Courteous, friendly, and professional manner. Good team player. Customer service focus. Able to work productively with little supervision. Trustworthy and reliable.

**WORKING CONDITIONS:** Works indoors throughout shift, in temperature-controlled, clean, and well-lighted office.

**PHYSICAL DEMANDS:** Stands/walks approximately 10% of shift. Sits at desk or phone console approximately 90% of shift. Bends and reaches to perform routine job tasks. Uses personal computer approximately 60% of shift. Requires extensive reading and computation. Must be able to work productively during graveyard shift hours.

**IMPACT OF DECISION:** Decisions directly impact guest relations, and the accuracy of all hotel accounts, affecting bottom line profitability, and the hotel's ability to control cash flow. Poor decisions may result in customer dissatisfaction and loss of revenues, due to inaccurate or inefficient work, unsafe work practices, or improperly handled customer service situations.

**GENERAL:** Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

**JOB CLASSIFICATION:** The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

**NON-EXEMPT POSITION:** Non-exempt employees are subject to the wage and hour laws and entitled to overtime pay. All overtime work by a non-exempt employee must be approved in advance by the employee's supervisor or the General Manager and the time initialed by him/her on the time card. Non-exempt employees who work overtime without prior approval are subject to disciplinary action, including termination.

**AT-WILL EMPLOYMENT:** The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

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Employee's name (please print)

\_\_\_\_\_  
Employee signature

Date: \_\_\_\_\_

\_\_\_\_\_  
Supervisor signature

Date: \_\_\_\_\_