

# ROBERT SMITH

## Night Audit Manager

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Responsible for Assisting the Front Office Manager in implementing and enforcing financial controls throughout the department, helping with control of operating expenses, scheduling, and purchasing, and also Working closely with the Housekeeping Department to improve guest services and foster cross-departmental communication.

## EXPERIENCE

### Night Audit Manager

#### ABC Corporation - JULY 1997 - SEPTEMBER 2006

- Started out as the Night Auditor before the Night Manager and another supervisory position was created.
- Oversaw the entire operation of the hotel since my second month with this particular property.
- In charged of two other night audit staffers, and one PBX operator.
- Ran the night audit process when needed and also check-in and check-out guest.
- Created a 22 page step-by-step manual of the night audit process, as there were no written procedures for this particular property.
- Made any and all necessary decisions at night and in the early morning hours to ensure that our guest had a very pleasant and enjoyable stay.
- Held the same position and duties but was the only Night Manager and employee over night.

### Night Audit Manager

#### Delta Corporation - 1993 - 1997

- Managed accounting books, audited general ledger.
- Reconciled charge reports using hotel accounting software.
- Balancing and closing out accounts receivables Ensuring the accuracy of all charges posted to the guests account Running the nightly management .
- Handle complaints efficiently courteously with critical thinking Manage wake up calls and handle incoming calls Review arriving reservations for the .
- Oversaw bookkeeping activities, such as balancing accounts and conducting nightly audits.
- Guaranteed that all guest reservations were assigned rooms.
- Ensured charges for rooms, food, liquor, or telephone calls, were to ledgers and billed daily.

## **EDUCATION**

- High School Diploma

## **SKILLS**

Data Entry, 10 Key, 75+ Wpm, Microsoft Word, Excel, Outlook, PowerPoint, PDF.