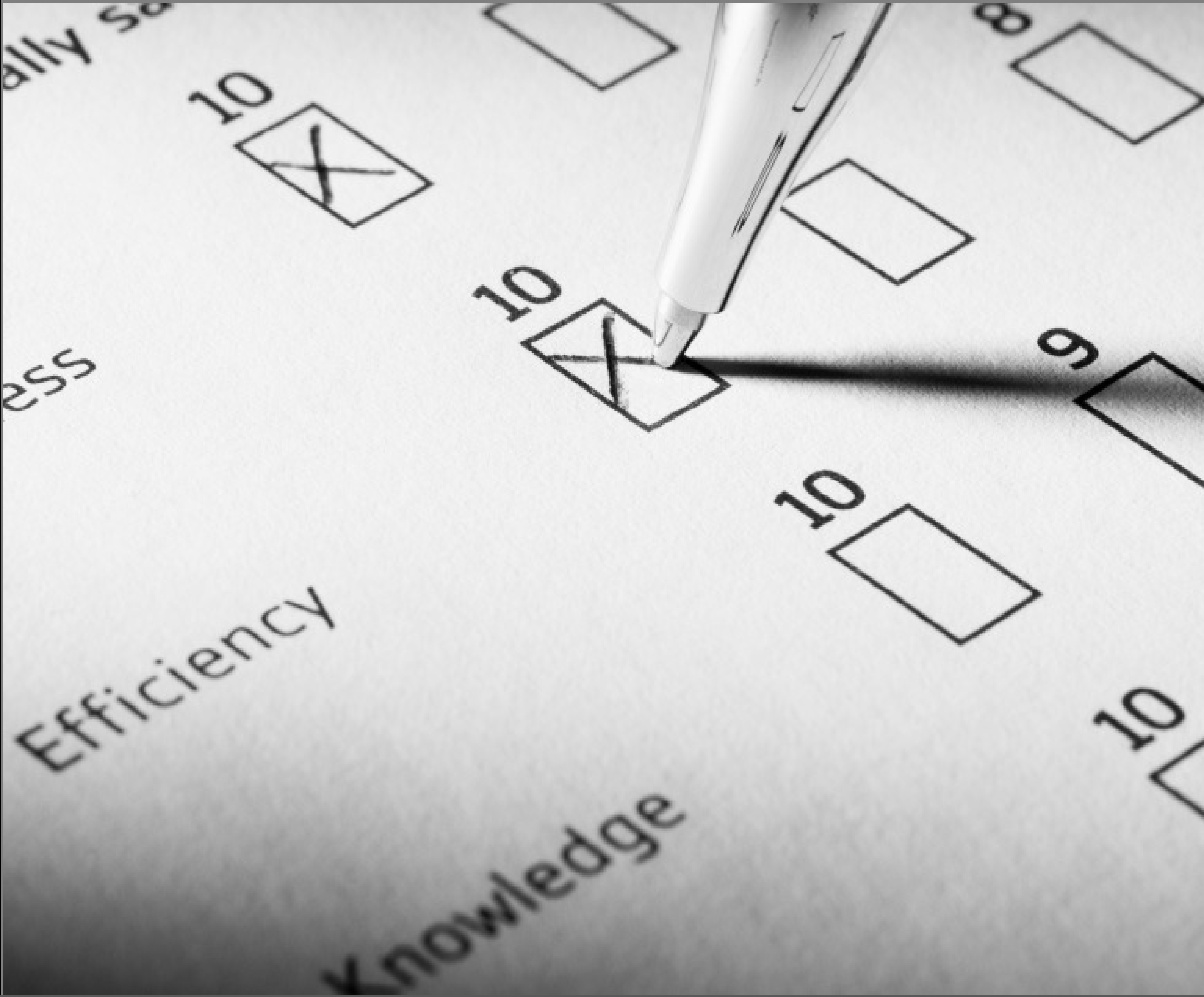
Conduct a night audit

D1.HFO.CL2.06

Assessor Manual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Conduct a night audit

D1.HFO.CL2.06

Assessor Manual

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Table of Contents

Competency Based Assessment (CBA) – An Introduction for Assessors 1
Competency Standard 11
Oral Questions 21
Written Questions 29
Answers to Written Questions 35
Observation Checklist 39
Third Party Statement 43
Competency Recording Sheet 45

Competency Based Assessment (CBA) – An Introduction for Assessors

Assessment is the process of identifying a participant's current knowledge, skills and attitudes sets against all elements of competency within a unit of competency.

Suggested Assessment Methods

For each unit of competency a number of assessment tools have been identified including:

- Work Projects
- Oral Questions
- Written Questions
- Third Party Statements
- Observation Checklists.

Instructions and Evidence Recording Sheets have been identified in this Assessment Manual for use by Assessors.

Alternative Assessment Methods

Whilst the above mentioned assessment methods are suggested assessment methods, the assessor may use an alternate method of assessment taking into account:

a) The nature of the unit
b) The strengths of participants
c) The number of participants in the class
d) Time required to complete assessments
e) Time dedicated to assessment
f) Equipment and resources required.

Alternate assessment methods include:

- Practical demonstrations
- Practical demonstrations in simulated work conditions
- Problem solving
- Portfolios of evidence
- Critical incident reports
- Journals
- Oral presentations
- Interviews
- Videos
- Visuals/slides/audiotapes
- Case Studies
- Log books

- Projects and Role plays
- Group projects
- Recognition of Prior Learning.

Whilst there is no specific instruction or evidence collection documents for all the alternative assessment methods, assessors can record competency in the ‘Other’ section within the ‘Competency Recording Sheet’.

Selection of Assessment Methods

Each assessor will determine the combination of Assessment Methods to be used to determine Competency for each Competency Unit on a student by student basis.

‘Sufficient’ evidence to support the ‘Pass Competent’/’Not Yet Competent’ decision must be captured.

In practice this means a minimum of 2 – 3 Assessment Methods for each candidate for each Competency Element is suggested.

At least one method should provide evidence of practical demonstration of competence.

The following assessment methods deemed to provide evidence of practical demonstration of competence include:

- Practical Work Projects
- Third Party Statement
- Observation Checklist.

Assessing Competency

Competency based assessment does not award grades, but simply identifies if the participant has the knowledge, skills and attitudes to undertake the required task to the specified standard.

Therefore, when assessing competency, an assessor has two possible results that can be awarded:

- ‘Pass Competent’ (PC)
- ‘Not Yet Competent’ (NYC).

Pass Competent (PC)

If the participant is able to successfully answer or demonstrate what is required, to the expected standards of the performance criteria, they will be deemed as ‘Pass Competent’ (PC).

The assessor will award a ‘Pass Competent’ (PC) if they feel the participant has the necessary knowledge, skills and attitudes in all assessment tasks for a unit.

Not Yet Competent’ (NYC)

If the participant is unable to answer or demonstrate competency to the desired standard, they will be deemed to be ‘Not Yet Competent’ (NYC).

This does not mean the participant will need to complete all the assessment tasks again. The focus will be on the specific assessment tasks that were not performed to the expected standards.

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The participant may be required to:

a) Undertake further training or instruction

b) Undertake the assessment task again until they are deemed to be 'Pass Competent'.

Regional Qualifications Framework and Skills Recognition System

The 'Regional Qualifications Framework and Skills Recognition System', also known as the 'RQFSRS' is the overriding educational framework for the ASEAN region.

The purpose of this framework is to provide:

- A standardised teaching and assessment framework
- Mutual recognition of participant achievement across the ASEAN region. This includes achievement in individual Units of Competency or qualifications as a whole.

The role of the 'RQFSRS' is to provide, ensure and maintain 'quality assurance' across all countries and educational providers across the ASEAN region.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process that gives current industry professionals who do not have a formal qualification, the opportunity to benchmark their extensive skills and experience against the standards set out in each unit of competency/subject.

This process is a learning and assessment pathway which encompasses:

- Recognition of Current Competencies (RCC)
- Skills auditing
- Gap analysis and training
- Credit transfer.

Code of Practice for Assessors

This Code of Practice provides:

- Assessors with direction on the standard of practice expected of them
- Candidates with assurance of the standards of practice expected of assessors
- Employers with assurance of the standards maintained in the conduct of assessment.

The Code detailed below is based on the International Code of Ethics and Practice (The National Council for Measurement in Education [NCME]):

- The differing needs and requirements of the person being assessed, the local enterprise and/or industry are identified and handled with sensitivity
- Potential forms of conflict of interest in the assessment process and/or outcomes are identified and appropriate referrals are made, if necessary
- All forms of harassment are avoided throughout the planning, conducting, reviewing and reporting of the assessment outcomes
- The rights of the candidate are protected during and after the assessment
- Personal and interpersonal factors that are not relevant to the assessment of competency must not influence the assessment outcomes
- The candidate is made aware of rights and process of appeal

- Evidence that is gathered during the assessment is verified for validity, reliability, authenticity, sufficiency and currency
- Assessment decisions are based on available evidence that can be produced and verified by another assessor
- Assessments are conducted within the boundaries of the assessment system policies and procedures
- Formal agreement is obtained from both the candidate and the assessor that the assessment was carried out in accordance with agreed procedures
- The candidate is informed of all assessment reporting processes prior to the assessment
- The candidate is informed of all known potential consequences of decisions arising from an assessment, prior to the assessment
- Confidentiality is maintained regarding assessment results
- The assessment results are used consistently with the purposes explained to the candidate
- Opportunities are created for technical assistance in planning, conducting and reviewing assessment procedures and outcomes.

Instructions and Checklist for Assessors

Instructions

General instructions for the assessment:

- Assessment should be conducted at a scheduled time that has been notified to the candidate
- Facilitators must ensure participants are made aware of the need to complete assessments and attend assessment sessions
- If a participant is unable to attend a scheduled session, they must make arrangements with the Assessor to undertake the assessment at an alternative time
- At the end of the assessment the Assessor must give feedback and advise the participant on their PC/NYC status
- Complete the relevant documentation and submit to the appropriate department.

Preparation

- Gain familiarity with the Unit of Competency, Elements of Competency and the Performance Criteria expected
- Study details assessment documentation and requirements
- Brief candidate regarding all assessment criteria and requirements.

Briefing checklist

- Begin the assessment by implementing the following checklist and then invite the candidate to proceed with assessment.

Checklist for Assessors

	Tick (✓)	Remarks
Prior to the assessment I have:		
Ensured the candidate is informed about the venue and schedule of assessment.		
Received current copies of the performance criteria to be assessed, assessment plan, evidence gathering plan, assessment checklist, appeal form and the company's standard operating procedures (SOP).		
Reviewed the performance criteria and evidence plan to ensure I clearly understood the instructions and the requirements of the assessment process.		
Identified and accommodated any special needs of the candidate.		
Checked the set-up and resources for the assessment.		
During the assessment I have:		
Introduced myself and confirmed identities of candidates.		
Put candidates at ease by being friendly and helpful.		
Explained to candidates the purpose, context and benefits of the assessment.		
Ensured candidates understood the assessment process and all attendant procedures.		
Provided candidates with an overview of performance criteria to be assessed.		
Explained the results reporting procedure.		
Encouraged candidates to seek clarifications if in doubt.		
Asked candidates for feedback on the assessment.		
Explained legal, safety and ethical issues, if applicable.		
After the assessment I have:		
Ensured candidate is given constructive feedback.		
Completed and signed the assessment record.		
Thanked candidate for participating in the assessment.		

Instructions for Recording Competency

Specifications for Recording Competency

The following specifications apply to the preparation of Evidence Gathering Plans:

- A Competency Recording Sheet must be prepared for each candidate to ensure and demonstrate all Performance Criteria and Competency Elements are appropriately assessed. This Sheet indicates how the Assessor will gather evidence during their assessment of each candidate
- This Competency Recording Sheet is located at the end of the Assessment Plan
- It is the overriding document to record competency
- The Assessor may vary the Competency Recording Sheet to accommodate practical and individual candidate and/or workplace needs
- Assessor must place a tick (✓) in the 'Assessment Method' columns to identify the methods of assessment to be used for each candidate
- Multiple Competency Elements/Performance Criteria may be assessed at the one time, where appropriate
- The assessor and participant should sign and date the Competency Recording Sheet, when all forms of evidence and assessment have been completed
- The assessor may provide and feedback or clarify questions which the participant may have in regards to the assessment grade or findings
- All documents used to capture evidence must be retained, and attached to the Competency Recording Sheet for each candidate for each Competency Unit.

Instructions for Different Assessment Methods

Specifications for Work Project Assessment

These guidelines concern the use of work projects.

The work projects identified in the Training Manuals involve a range of tasks, to be performed at the discretion of the Assessor.

Work project tasks can be completed through any form of assessment as identified in the Trainer and Trainee Manuals and stated at the start of this section.

Assessors should follow these guidelines:

- Review the Work Projects at the end of each 'Element of Competency' in the Trainee Manual to ensure you understand the content and what is expected
- Prepare sufficient resources for the completion of work activities including:
    - Time – whether in scheduled delivery hours or suggested time participants to spend outside of class hours
    - Resources – this may involve technical equipment, computer, internet access, stationery and other supplementary materials and documents
- Prepare assessment location (if done in class) making it conducive to assessment
- Explain Work Projects assessment to candidate, at the start of each Element of Competency. This ensures that participants are aware of what is expected and can collate information as delivery takes place

- Assessors can use the following phrase as a guide (where an 'X' is identified, please input appropriate information):

  "At the end of each Element of Competency there are Work Projects which must be completed. These projects require different tasks that must be completed.

  These work projects are part of the formal assessment for the unit of competency titled X:

  - You are required to complete these activities:
    - *a) Using the 'X' method of assessment*
    - *b) At 'X' location*
    - *c) You will have 'X time period' for this assessment*
  - You are required to compile information in a format that you feel is appropriate to the assessment
  - Do you have any questions about this assessment?"
- Commence Work Project assessment:
  - The assessor may give time for participants to review the questions at this time to ensure they understand the nature of the questions. The assessor may need to clarify questions
  - Participants complete work projects in the most appropriate format
  - Participants must submit Work Project evidence to the assessor before the scheduled due date
- Assessor must assess the participant's evidence against the competency standards specified in each Element of Competency and their own understanding. The assessor can determine if the participant has provided evidence to a 'competent' standard
- Transcribe results/details to Competency Recording Sheet
- Forward/file assessment record.

Specifications for Oral Question Assessment

These guidelines concern the use of oral questioning.

Assessors should follow these guidelines.

- Prepare Assessment Record for Oral Questioning. One record for each candidate:
  - Enter Student name
  - Enter Assessor name
  - Enter Location
- Familiarise self with Questions to be asked
- Prepare assessment location (table and chairs) making it conducive to assessment

- Explain Oral Questioning assessment to candidate, using the following phrase as a guide (where a 'X' is identified, please input appropriate information):

  "These oral questions are part of the formal assessment for the unit of competency titled X.

  There are X questions and you are required to answer all of them to the best of your ability and I will record whether or not you have answered correctly.

  We have 60 minutes for this assessment.

  - I will give you feedback at the end of the assessment
  - Do you have any questions about this assessment?"
- Commence Oral Questioning assessment:
  - Complete Assessment Record for the Oral Questioning by:
    a) Ticking PC or NYC, as appropriate
    b) Entering 'Remarks' as required
    c) Completing Oral Questioning within 60 minutes
- Complete Oral Questioning and provide feedback to candidate
- Transcribe results/details to Competency Recording Sheet
- Forward/file assessment record.

Specifications for Written Question Assessment

These guidelines concern the use of written questioning.

Assessors should follow these guidelines:

- Familiarise self with Questions and Answers provided
- Print and distribute copies of 'Written Questions' for participants. Ideally this should take place with adequate time for participants to answer all questions before the expected due date
- Explain Written Questioning assessment to candidate, using the following phrase as a guide (where a 'X' is identified, please input appropriate information):

  "These written questions are part of the formal assessment for the unit of competency titled X.

  There are X questions and you are required to answer all of them to the best of your ability.

  You may refer to your subject materials, however where possible try to utilise your existing knowledge when answering questions.

  Where you are unsure of questions, please ask the Assessor for further instruction. This may be answering the question orally or asking the assessor to redefine the question.

  We have X time for this assessment:

  - The due date for completion of this assessment is X
  - On this date you must forward the completed questions to the assessor by X time on the date of X
  - Do you have any questions about this assessment?"

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- The assessor may give time for participants to review the questions at this time to ensure they understand the nature of the questions. The assessor may need to clarify questions
- Participants may record written answers (where possible)
- Participants must submit the written answers to the assessor before the scheduled due date
- Assessor must assess the participant's written answers against the model answers provided as a guide, or their own understanding. The assessor can determine if the participant has answered the questions to a 'competent' standard
- Transcribe results/details to Competency Recording Sheet
- Forward/file assessment record.

Specifications for Observation Checklist

These specifications apply to the use of the Observation Checklist in determining competency for candidates.

Only an approved assessor is authorised to complete the Observation Checklist.

The assessor is required to observe the participant, ideally in a simulated environment or their practical workplace setting and record their performance (or otherwise) of the competencies listed on the Observation Checklist for the Competency Unit.

To complete the Observation Checklist the Assessor must:

- Insert name of candidate
- Insert assessor name
- Insert identify of location where observations are being undertaken
- Insert date/s of observations – may be single date or multiple dates
- Place a tick in either the 'Yes' or 'No' box for each listed Performance Criteria to indicate the candidate has demonstrated/not demonstrated that skill
- Provide written (and verbal) feedback to candidate – as/if appropriate
- Sign and date the form
- Present form to candidate for them to sign and date
- Transcribe results/details to Competency Recording Sheet for candidate
- Forward/file Observation Checklist.

This source of evidence combines with other forms of assessment to assist in determining the 'Pass Competent' or 'Not Yet Competent' decision for the participant.

Specifications for Third Party Statement

These specifications relate to the use of a relevant workplace person to assist in determining competency for candidates.

The Third Party Statement is to be supplied by the assessor to a person in the workplace who supervises and/or works closely with the participant.

This may be their Supervisor, the venue manager, the Department Manager or similar.

The Third Party Statement asks the Supervisor to record what they believe to be the competencies of the participant based on their workplace experience of the participant. This experience may be gained through observation of their workplace performance, feedback from others, inspection of candidate's work etc.

A meeting must take place between the Assessor and the Third Party to explain and demonstrate the use of the Third Party Statement.

To complete the Third Party Verification Statement the Assessor must:

- Insert candidate name
- Insert name and contact details of the Third Party
- Tick the box to indicate the relationship of the Third Party to the candidate
- Present the partially completed form to the Third Party for them to finalise
- Collect the completed form from the Third Party
- Transcribe results/details to Competency Recording Sheet for candidate
- Forward/file Third Party Statement.

The Third Party must:

- Record their belief regarding candidate ability/competency as either:
  - Pass Competent = Yes
  - Not Yet Competent = No
  - Unsure about whether candidate is competent or not = Not Sure
- Meet briefly with the assessor to discuss and/or clarify the form.

This source of evidence combines with other forms of assessment to assist in determining the 'Pass Competent' or 'Not Yet Competent' decision for the candidate.

A separate Third Party Statement is required for each Competency Unit undertaken by the candidate.

Competency Standard

UNIT TITLE: CONDUCT A NIGHT AUDIT	**NOMINAL HOURS:** 25
UNIT NUMBER: D1.HFO.CL2.06	
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to appreciate the role of a night auditor and to undertake reconciliations of transactions and records and the generation of reports within an accommodation property	
ELEMENTS AND PERFORMANCE CRITERIA	**UNIT VARIABLE AND ASSESSMENT GUIDE**
Element 1: Identify the role of a night auditor **1.1** Describe the *activities undertaken by a night auditor* **1.2** Describe the *responsibilities of a night auditor* **1.3** Locate the position of night auditor within the enterprise **1.4** Identify the *experience required by a night auditor* **1.5** Interpret *enterprise policies and procedures* that apply to the delivery of night auditor functions **1.6** Identify and explain *the role of communication in night auditor activities* **Element 2: Process internal financial transactions** **2.1** Verify that all relevant *financial transactions* have been posted **2.2** *Validate transactions and charges* that have been posted	**Unit Variables** The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment This unit applies to all industry sectors that conduct night audits within the labour divisions of the hotel and travel industries and may include: 1. Front Office *Activities undertaken by a night auditor* might include: • Posting, balancing and reconciling internal financial transactions • Providing general front office services, including check-in and check-out of guests • Dealing with room allocation, account settlement and other specific guest services related to accommodation and rooming requirements • Preparing cash for banking • Generating internal management reports. *Responsibilities of a night auditor* will include:

2.3 *Post charges to guest accounts* **2.4** *Reconcile posting of transactions* within the areas of responsibility **2.5** Identify and *resolve discrepancies* in the posting of internal charges **2.6** Implement requirements of *internal financial systems and controls* **2.7** Check room status and reconcile variations **2.8** Secure, record and prepare funds for banking **Element 3: Verify occupancy position of the property** **3.1** Check and *validate room status* **3.2** Investigate discrepancies in room status **3.3** Adjust *internal records* to reflect actual room status **Element 4: Contribute to management decisions** **4.1** Prepare *management and operational reports* **4.2** Distribute reports internally according to enterprise requirements **4.3** Monitor and evaluate night auditing duties to provide feedback to management on opportunities for improvement	• Adhering to internal codes of conduct, policies and procedures • Performing front office manager duties during their shift • Undertaking night auditor functions • Assuming leadership during times of emergency at the premises during the night shift • Dealing with guest queries and complaints • Organising night staff meetings • Liaising with security personnel to ensure the safety and security of guests and property *Experience required by a night auditor* may be related to: • Front office and reception experience • Operation of front office reservation and other electronic systems • Accounting, cash handling and cash control procedures • Posting of charges and internal protocols relating to validation of charges and their allocation to the correct accounts/folios • Staff management and customer/guest contact skills. *Enterprise policies and procedures* might include: • Safety and internal security of guests and property • Financial protocols, including internal cash control and external banking procedures • Guest relationships • Emergency management and protocols during an emergency • Guest behaviour • Discretionary authorities when dealing with guests and resolving complaints • Staff management and discipline

- Free of charge rooms (FOC) policy.

The role of communication in night auditor activities should relate to:

- Internal communication with guests
- Internal communication with staff and other management personnel
- External communication with security, emergency services, media and other relevant support agencies
- Generation of internal management and operational reports.

Financial transactions may include:

- Payments made by guests, such as account settlement, advanced deposits
- Charges to guest accounts, such as food and beverage, entertainment, room service, mini bar, gift shops, sporting facilities, disbursements, laundry, functions, meeting rooms
- Voucher use, complimentary services.

Validate transactions and charges may relate to:

- Checking accuracy of charges
- Ensuring allocation of monies and charges to correct accounts, departments and budget lines/codes, as appropriate
- Ensuring all legitimate charges are posted
- Sighting and verifying supporting documentation.

Post charges to guest accounts must include:

- Operating the in-house system to record legitimate charges against appropriate guest accounts.

Reconcile posting of transactions may include:

- Ensuring all entries balance in accordance with internal financial control systems used by the host enterprise

- Producing physical proof that reconciliation has occurred.

Resolve discrepancies may relate to:

- Remedying situations where guest name does not match room given
- Remedying situations where incorrect prices have been levied and/or posted
- Remedying situations where incorrect prices have been calculated
- Resolving incorrect postings, such as postings to incorrect guest folio
- Addressing situations where charges exceed house/guest limits
- Resolving system errors.

Internal financial systems and controls may include:

- Balancing and making up petty cash
- Preparing and checking cash floats
- Effecting debtor control.

Validate room status may include:

- Confirming actual room status against system representation of room status
- Physical inspection and investigation of rooms
- Cross-matching internal source documents against indicative room status.

Internal records may include:

- Room status files/boards
- Guest folios
- Registration cards
- Paper-based and electronic files
- Operational reports reflecting room occupancy, such as housekeeping reports which may include ‘in-house activity report’, ‘departure report’, ‘room status report’.

Management and operational reports will depend on the size and nature of the property and may include:

- Arrivals, departures and no show reports
- Room status report
- Special requests report
- Occupancy-related reports, including forecast report, multiple/double occupancy report, bed and room occupancy report
- Guest lists by name and room
- Commission-related reports, such as travel agent’s commission report, commission payable
- Special packages report, sales and performance report, including sales returns and foreign currency activity
- Market segment report
- Supplier activity, including booking source activity
- Rooms out-of-order report
- Revenue reports, such as daily room revenue summary report, daily revenue summary report, weekly trading summary, monthly trading summary, year-to-date report
- In-house activity report, outlining rooms occupied; expected departures and stay-overs; expected arrivals; walk-ins and no-shows; rooms available; percentage occupancy by room and beds,’ free of charge (FOC) rooms; out-of-order rooms; single and multiple occupancy.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- Knowledge of the enterprise’s policies and procedures in regard to night auditing
- Knowledge of the principles of accounting and financial controls, including knowledge of financial reporting cycles and protocols

- Ability to accurately review, check, post and analyse trading data, statistics and guest charges
- Knowledge of the role of night auditing in the overall operational and financial management of the property
- Ability to generate daily operational reports as required by the host enterprise
- Ability to use financial control processes and procedures as they apply to front office posting of transactions and the reconciliation process
- Ability to use the front office reservations system and all allied computer systems needed to operate front office in the host enterprise
- Ability to process guests on arrival and on departure
- Ability to implement the emergency management plan for the host establishment
- Full product knowledge relating to the services, facilities and products offered by the host enterprise
- Ability to identify and rectify night auditing discrepancies.

Linkages To Other Units

- Maintain financial standards and records
- Manage and resolve conflict situations
- Provide accommodation services
- Maintain guests' financial records
- Process a financial sale transaction
- Operate a computerised reservation system.

Critical Aspects of Assessment

Evidence of the following is essential:

- Demonstrated ability to process, post, validate and check internal charges to guest accounts

- Demonstrated ability to identify and resolve common discrepancies and variances with posted charges
- Demonstrated ability to operate the host enterprise computerised front office reservation and financial systems
- Demonstrated ability to prove and reconcile daily room status
- Demonstrated ability to generate and disseminate nominated internal management and operational reports.

Context of Assessment

This unit may be assessed on or off the job

- Assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individual's work area or area of responsibility
- Actual or simulated workplace application of front office and night auditing protocols.

Resource Implications

Training and assessment to include access to a real or simulated workplace, but must include the use of actual front office reservation and financial systems, source documents and guest accounts, trading data, simulated discrepancies and variances with documentation, balances and room status representations; and access to workplace standards, procedures, policies, guidelines, tools and equipment

Assessment Methods

The following methods may be used to assess competency for this unit:

- Case studies
- Observation of practical candidate performance
- Oral and written questions
- Portfolio evidence

- Problem solving
- Role plays
- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising and analysing information	3	Gather internal information and source documentation; determine validity and accuracy of files, information and documentation
Communicating ideas and information	2	Negotiate with guests as night manager; advise management of financial and operational issues and problems and recommend solutions
Planning and organising activities	2	Schedule and prioritise work to be done
Working with others and in teams	2	Cooperate with relevant internal departments and personnel to obtain, clarify, validate and reconcile data
Using mathematical ideas and techniques	3	Calculate statistics, balance transactions and generate operational reports

	Solving problems	2	Resolve variations and discrepancies; make recommendations to management to address night audit issues
	Using technology	2	Use internal accounting and front office systems and software

Oral Questions

Student name	
Assessor name	
Location/venue	
Unit of competency	Conduct a night audit D1.HFO.CL2.06
Instructions	1. Ask student questions from the attached list to confirm knowledge, as necessary 2. Place tick in boxes to reflect student achievement (Pass Competent 'PC' or Not Yet Competent 'NYC') 3. Write short-form student answer in the space provided for each question.

Questions	**Response**	
	PC	**NYC**
1. Tell me the activities traditionally undertaken by a night auditor.	☐	☐
2. What responsibilities does a night auditor have?	☐	☐

Questions	Response	
	PC	NYC
3. How does the night auditor fit into the overall structure of an accommodation business?	☐	☐
4. What experience should a person have before they begin work as a night auditor?	☐	☐
5. What enterprise policies are likely to impact on the duties/work of a night auditor?	☐	☐

Questions	Response	
	PC	NYC
6. Explain the role and importance of communication in the work of a night auditor.	☐	☐
7. Tell me how you verify for every shift that all relevant financial transactions have been posted.	☐	☐
8. What checks do you make to validate charges posted to guest accounts?	☐	☐

Questions	Response	
	PC	NYC
9. Describe the process for posting bar or dining room charges to a guest account using the system in place at your workplace.	☐	☐
10. Describe the process you use to reconcile posting of charges to guest accounts.	☐	☐
11. Give me an example of a discrepancy you identified as part of processing internal financial transactions and how you investigated and resolved it.	☐	☐

Questions	Response	
	PC	NYC
12. Tell me what you do to prepare and check cash floats as part of your night auditor responsibilities.	☐	☐
13. How do you check/verify room status for a nominated room?	☐	☐
14. What is involved in preparing funds at your workplace for banking?	☐	☐

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Questions	Response	
	PC	**NYC**
15. What is involved in validating room status where you work, and why is there a need to do so?	☐	☐
16. Room 232 shows on the system as being occupied by a single person but Housekeeping reports there may be three people staying in the room. How would you investigate this?	☐	☐
17. What internal records need to be updated when adjusting to reflect 'actual' room status/occupancy of the property?	☐	☐

Questions	**Response**	
	PC	**NYC**
18. What management and operational reports may a night auditor be required to prepare on a daily basis?	☐	☐
19. How are the required management and operational reports distributed within the property and how do you identify who is entitled to receive them?	☐	☐
20. Give me an example of an opportunity you believe exists where you work to improve night auditor performance. How would you inform management of this?	☐	☐

Written Questions

Conduct a night audit – D1.HFO.CL2.06

Student Name: ______________________________

Answer all the following questions and submit to your Trainer.

1. What is the main activity undertaken by the night auditor?

2. Who does the night auditor report to?

3. Describe four responsibilities of the night auditor.

4. What does the night auditor do to reduce risk?

5. Who does the night auditor communicate with?

6. What is the time of the night auditor’s shift?

7. Suggest three skills a night auditor should have.

8. What does a night auditor do if a guest account has reached or is over the floor credit limit?

9. How does the night auditor validate guest accounts for accuracy?

10. When are charges posted to a guest's account?

11. Why would a guest have more than one folio?

12. What does it mean to reconcile an account?

13. How can a common discrepancy occur?

14. Identify two common discrepancies.

15. How do you remove an incorrect posting?

16. Why do we have internal control systems?

17. What is a docket control system?

18. When are accounts paid?

19. What are the credit terms?

20. Why do we use a room status report to reconcile a guest account?

21. What do banking reports contain?

22. What does Occupancy show?

23. What does the auditor do if there is a discrepancy between the guest information and the room rate?

24. What is done if there is a discrepancy in the rooms occupied?

25. What does room status show?

26. What is this linked to?

27. What is an in-house activity report?

28. What is a commission report?

29. Why are reports sent to departments?

30. What would night auditor feedback expose?

Answers to Written Questions

Conduct a night audit – D1.HFO.CL2.06

The following are model answers only – Trainers/Assessors must use discretion when determining whether or not an answer provided by a Student is acceptable or not.

1. What is the main activity undertaken by the night auditor?

Identify errors, correct them and ensure all guest accounts and departmental charges are accurate. Review and reconcile the daily activity.

2. Who does the night auditor report to?

The front office manager.

3. Describe four responsibilities of night auditor

- Supervising or conducting the security checks within the establishment
- Collecting the room service orders
- Prepare express checkout folios or room accounts
- Process the establishment's newspaper requirements and place the order
- Process any payments, early departures, deposits or pre-payments
- The Night Auditor will receive and process all the floats and re-establish the pre-set combination of notes and coin
- Roll the business date and process the room charges for the night
- Process the in-house reports for distribution to departmental managers and supervisors
- In the case of emergency during the night shift the night auditor would take responsibility at the premises
- In the management role at the front desk the night auditor would be required to deal with guest queries and complaints
- The Night Auditor would also be responsible for organising night staff meetings and hand over discussion.

4. What does the night auditor do to reduce risk?

Runs a back up copy of all data before commencing work.

5. Who does the night auditor communicate with?

The Night Manager and management.

6. What is the time of the night auditor's shift?

23.00hrs - 07.30hrs.

7. Suggest three skills for a night auditor.

- Check in guest
- Explain room location
- Understand the PMS
- Cash control procedures
- Make reservations
- Guest service skills
- Staff management.

8. What does a night auditor do if a guest account has reached or is over the floor credit limit?

Contact the guest first thing in the morning.

9. How does the night auditor validate guest accounts for accuracy?

Take a representative sample of guest accounts and manually check them.

10. When are charges posted to a guest's account?

Charges are posted to a guest's account when each department transfers the dockets for charges incurred in an outlet to the front office or if the charge has been processed on a POS terminal it is charged directly where it occurred.

11. Why would a guest have more than one folio?

Multiple windows or folios are used if the guest is sharing a room or if a third party is paying part of the account.

12. What does it mean to reconcile an account?

Reconciling an account means proving or documenting that an account balance is correct.

13. How can a common discrepancy occur?

A common discrepancy occurs when a room is shown as occupied on the status report, but there is no information in the guest file.

14. Identify two common discrepancies.

- The guest name does not match room given.
- Incorrect prices have been posted.

15. How do you remove an incorrect posting?

To resolve incorrect postings, such as postings to incorrect guest folio, staff will need to remove the charge. Postings cannot be deleted but can be corrected and hidden from the guest account by a negative post.

16. Why do we have internal control systems?

Internal financial systems and controls keep strict control over the accounting process. It is necessary so that all transactions can be accounted for and so that the venue does not lose money through theft or poor control.

17. What is a docket control system?

A docket numbering system is used to ensure that all dockets are accounted for, even those that are subsequently cancelled.

18. When are accounts paid?

At the end of each month, a statement for company accounts (city ledgers) is sent to each company with an outstanding account balance.

19. What are the credit terms?

Credit terms, when companies are expected to settle, are usually 7, 14 or 30 days.

20. Why do we use a room status report to reconcile a guest account?

The room status report indicates that a room is occupied; there should be guest information in the guest folio file for that room.

21. What do banking reports contain?

The banking report contains the summarised amounts for the cash, credit cards, cheques, foreign currency and EFTPOS (debit cards) transactions managed that shift.

22. What does Occupancy show?

This measures the percentage of rooms occupied or sold in a property.

23. What does the auditor do if there is a discrepancy between the guest information and the room rate?

The night auditor must determine which is correct and make appropriate adjustments, ensuring that the adjustment is documented.

24. What is done if there is a discrepancy in the rooms occupied?

It is up to the night auditor to ascertain which room the guest is occupying. If unable to do this, the night auditor must leave a message for Housekeeping or Reception explaining the discrepancy.

25. What does room status show?

It provides details of the state of each room.

26. What is this linked to?

This can be linked to the movement report which shows actual departures and expected arrivals.

27. What is an in-house activity report?

It indicates the number and type of guests arriving, staying and departing the establishment that day. It will often indicate major groups, conferences or other activities taking place within the establishment.

28. What is a commission report?

It lists all commissions payable to travel agents for the reservations they have booked.

29. Why are reports sent to departments?

The reports are distributed to specific departments depending on requirements and planning needs within the venue. Departments use these reports for forecasting staff needs, planning rosters, planning renovations, and purchasing suppliers.

30. What would night auditor feedback expose?

This may expose bad practices or difficult procedures. If cashiers are all making the same error, the night auditor may recommend a change of procedure or an update of the system to prevent the error.

Observation Checklist

Student name	
Assessor name	
Location/venue	
Unit of competency	Conduct a night audit D1.HFO.CL2.06
Dates of observation	
Instructions	1. Over a period of time observe the student completing each of the following tasks: a) Identify the role of a night auditor b) Process internal financial transactions c) Verify occupancy position of the property d) Contribute to management decisions 2. Enter the date on which the tasks were undertaken 3. Place a tick in the box to show they completed each aspect of the task to the standard expected in the enterprise 4. Complete the feedback sections of the form, if required.

Did the candidate	**Yes**	**No**
Element 1: Identify the role of a night auditor		
Describe the activities undertaken by a night auditor	☐	☐
Describe the responsibilities of a night auditor	☐	☐
Locate the position of night auditor within the enterprise	☐	☐
Identify the experience required by a night auditor	☐	☐
Interpret enterprise policies and procedures that apply to the delivery of night auditor functions	☐	☐
Identify and explain the role of communication in night auditor activities	☐	☐

Did the candidate	**Yes**	**No**
Element 2: Process internal financial transactions		
Verify that all relevant financial transactions have been posted	☐	☐
Validate transactions and charges that have been posted	☐	☐
Post charges to guest accounts	☐	☐
Reconcile posting of transactions within the areas of responsibility	☐	☐
Identify and resolve discrepancies in the posting of internal charges	☐	☐
Implement requirements of internal financial systems and controls	☐	☐
Check room status and reconcile variations	☐	☐
Secure, record and prepare funds for banking	☐	☐
Element 3: Verify occupancy position of the property		
Check and validate room status	☐	☐
Investigate discrepancies in room status	☐	☐
Adjust internal records to reflect actual room status	☐	☐
Element 4: Contribute to management decisions		
Prepare management and operational reports	☐	☐
Distribute reports internally according to enterprise requirements	☐	☐
Monitor and evaluate night auditing duties to provide feedback to management on opportunities for improvement	☐	☐
Did the student's overall performance meet the standard?	☐	☐

Feedback to student and trainer/assessor
Strengths:
Improvements needed:
General comments:

Candidate signature		**Date**	
Assessor signature		**Date**	

Third Party Statement

Student name:			
Name of third party:		**Contact no**	
Relationship to student:	☐ Employer ☐ Supervisor ☐ Colleague ☐ Other *Please specify:____* *Please do not complete the form if you are a relative, close friend or have a conflict of interest]*		
Unit of competency:	Conduct a night audit D1.HFO.CL2.06		

The student is being assessed against industry competency standards and we are seeking your support in the judgement of their competence.

Please answer these questions as a record of their performance while working with you. Thank you for your time.

Do you believe the trainee has demonstrated the following skills? *(tick the correct response]*	**Yes**	**No**	**Not sure**
Describes the activities and responsibilities of night auditor	☐	☐	☐
Locates the position of night auditor within the business	☐	☐	☐
Identifies the experience required by a night auditors and the importance of communication	☐	☐	☐
Interprets policies and procedures applicable to night auditor	☐	☐	☐
Verifies and validates posting of transactions and charges	☐	☐	☐
Posts charges to guest accounts	☐	☐	☐
Reconciles postings and reconciles discrepancies	☐	☐	☐
Implements requirements of internal financial systems and controls	☐	☐	☐
Checks room status and reconciles variations	☐	☐	☐
Secures, records and prepares funds for banking	☐	☐	☐
Checks, validates and resolves discrepancies in room occupancy/status	☐	☐	☐

Do you believe the trainee has demonstrated the following skills? *(tick the correct response]*	**Yes**	**No**	**Not sure**
Adjusts internal records to show actual room status and occupancy	☐	☐	☐
Prepares and distributes required reports to management	☐	☐	☐
Monitors and evaluates night audit activities and provides feedback to management on opportunities for improvement	☐	☐	☐

Comments/feedback from Third Party to Trainer/Assessor:	
Third party signature:	**Date:**
Send to:	

Competency Recording Sheet

Name of Student		
Name of Assessor/s		
Unit of Competency	Conduct a night audit	D1.HFO.CL2.06
Date assessment commenced		
Date assessment finalised		
Assessment decision	Pass Competent / Not Yet Competent (Circle one)	
Follow up action required (Insert additional work and assessment required to achieve competency)		
Comments/observations by assessor/s		

Place a tick (✓) in the column to reflect evidence obtained to determine Competency of the student for each Performance Criteria.

Element & Performance Criteria	**Observation of skills**	**3rd Party Statement**	**Oral Questions**	**Written Questions**	**Work Projects**	**Other**
Element 1: Identify the role of a night auditor						
Describe the activities undertaken by a night auditor						
Describe the responsibilities of a night auditor						
Locate the position of night auditor within the enterprise						
Identify the experience required by a night auditor						
Interpret enterprise policies and procedures that apply to the delivery of night auditor functions						
Identify and explain the role of communication in night auditor activities						

Place a tick (✓) in the column to reflect evidence obtained to determine Competency of the student for each Performance Criteria.

Element & Performance Criteria	**Observation of skills**	**3rd Party Statement**	**Oral Questions**	**Written Questions**	**Work Projects**	**Other**
Element 2: Process internal financial transactions						
Verify that all relevant financial transactions have been posted						
Validate transactions and charges that have been posted						
Post charges to guest accounts						
Reconcile posting of transactions within the areas of responsibility						
Identify and resolve discrepancies in the posting of internal charges						
Implement requirements of internal financial systems and controls						
Check room status and reconcile variations						
Secure, record and prepare funds for banking						

Place a tick (✓) in the column to reflect evidence obtained to determine Competency of the student for each Performance Criteria.

Element & Performance Criteria	**Observation of skills**	**3rd Party Statement**	**Oral Questions**	**Written Questions**	**Work Projects**	**Other**
Element 3: Verify occupancy position of the property						
Check and validate room status						
Investigate discrepancies in room status						
Adjust internal records to reflect actual room status						
Element 4: Contribute to management decisions						
Prepare management and operational reports						
Distribute reports internally according to enterprise requirements						
Monitor and evaluate night auditing duties to provide feedback to management on opportunities for improvement						

Candidate signature:		**Date:**	
Assessor signature:		**Date:**	

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