

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
<p>Element 1: Identify the role of a night auditor</p> <p>1.1 Describe the <i>activities undertaken by a night auditor</i></p> <p>1.2 Describe the <i>responsibilities of a night auditor</i></p> <p>1.3 Locate the position of night auditor within the enterprise</p> <p>1.4 Identify the <i>experience required by a night auditor</i></p> <p>1.5 Interpret <i>enterprise policies and procedures</i> that apply to the delivery of night auditor functions</p> <p>1.6 Identify and explain <i>the role of communication in night auditor activities</i></p> <p>Element 2: Process internal financial transactions</p> <p>2.1 Verify that all relevant <i>financial transactions</i> have been posted</p> <p>2.2 <i>Validate transactions and charges</i> that have been posted</p> <p>2.3 <i>Post charges to guest accounts</i></p> <p>2.4 <i>Reconcile posting of transactions</i> within the areas of responsibility</p>	<p>Unit Variables</p> <p>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</p> <p>This unit applies to all industry sectors that conduct night audits within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Front Office</p> <p><i>Activities undertaken by a night auditor</i> might include:</p> <ul style="list-style-type: none"> • 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. <p>Responsibilities of a night auditor will include:</p> <ul style="list-style-type: none"> • 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

<p>2.5 Identify and <i>resolve discrepancies</i> in the posting of internal charges</p> <p>2.6 Implement requirements of <i>internal financial systems and controls</i></p> <p>2.7 Check room status and reconcile variations</p> <p>2.8 Secure, record and prepare funds for banking</p> <p>Element 3: Verify occupancy position of the property</p> <p>3.1 Check and <i>validate room status</i></p> <p>3.2 Investigate discrepancies in room status</p> <p>3.3 Adjust <i>internal records</i> to reflect actual room status</p> <p>Element 4: Contribute to management decisions</p> <p>4.1 Prepare <i>management and operational reports</i></p> <p>4.2 Distribute reports internally according to enterprise requirements</p> <p>4.3 Monitor and evaluate night auditing duties to provide feedback to management on opportunities for improvement</p>	<ul style="list-style-type: none"> • Organising night staff meetings • Liaising with security personnel to ensure the safety and security of guests and property. <p><i>Experience required by a night auditor</i> may be related to:</p> <ul style="list-style-type: none"> • 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. <p><i>Enterprise policies and procedures</i> might include:</p> <ul style="list-style-type: none"> • 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. <p><i>The role of communication in night auditor activities</i> should relate to:</p> <ul style="list-style-type: none"> • 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.
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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