



Front Office – Night Auditor Job Description

Phnom Penh, 9 February 2022

PAVILION is a 36-room boutique hotel located in the centre of Phnom Penh, managed by MAADS. PAVILION caters mainly for Western guests. It is located a few blocks from Phnom Penh's most visited areas.

Job Summary

At night, welcome, check-in and check-out guests at the hotel; answer all guests' questions regarding the hotel booking and Phnom Penh in general by phone, messages and in person. Take the responsibility of the entire hotel during night shift.

Detailed responsibilities

- Greet guests with a smile and welcome them to the hotel.
- Perform check-ins and check-outs of guests, process formal registrations.
- Escort guests to their respective rooms and show the use of AC remote and switches.
- Make sure only registered guests are going to the rooms.
- Answer messages, emails and phone enquiries from guests and on/off line travel agencies.
- Process the reservations in the Room Master Property Management System.
- Regularly update the SiteMinder Channel Manager' rooms' inventory.
- Pay particular attention to guests' preferences needs and requests.
- Ensure all wake-up calls, early breakfast requests, early checkouts, late check-ins are well taken care of.
- Handle guests' complains and provide immediate help/solutions in case of need.
- Insure optimum safety for team and guests. Report any safety issue to the management immediately.
- Immediately call the General Manager if any particular issues cannot be resolved.
- Promptly call the police, fire station, ambulance/doctor, in case of any emergency.
- Prepare/check invoices and process cash and card payments for early checkouts.
- Balance cash with receipts and report cash/or card to the accountant at the end of the shift.
- Keep reception area neat and tidy; ensure that city maps and guidebooks are available.
- Read and acknowledge Front Desk Notebook at the beginning of your shift.
- Attend required job trainings and at all times wear uniform and the name-tag.
- Perform the night audit report from Room Master and send it by e-mail to the management.

Profile

- Able to work late and at night; very flexible with work schedules.
- Good presentation, honest, dedicated and motivated.
- Patient and calm in all situations.
- Have a good knowledge of Phnom Penh, good understanding of tourism.
- Good working level of English is mandatory, Chinese is a plus.
- Successful previous experience in a similar position.

Report

- To PAVILION General Manager.

Schedule

- At night, as necessary, with a minimum of 8 hours, 6 days per week.

Conditions

- Based in Phnom Penh at PAVILION hotel.
- Local contract, with a probationary period of 3 months.
- Beginning of contract desired: as soon as possible
- Salary will be discussed during the interview.

Application

- Closing date: 9 March 2022.
- Only shortlisted candidates will be contacted.
- Only locally present candidates will be considered.
- Please send CV and cover letter to Pavilion: nassiba@thepavilion.asia