

‘WE ARE WHAT WE REPEATEDLY DO.
EXCELLENCE, THEREFORE, IS NOT
AN ACT BUT A HABIT’.

- Aristotle

Grand Hotel Excelsior, one of the leading five-star hotels on the Maltese Islands, is seeking to recruit a highly motivated team player to join its expanding Front Office department. The selected individual will be responsible assisting guests during the Night Shift, and will strive to create memorable guest experiences.

VACANCY - NIGHT AUDITOR

Basis - Full Time

Closing Date - 31st January 2025

Job Description

- Posting all daily room and outstanding charges
- Preparing hotel operating reports and auditing according to standard
- Preparing credit card summaries and posting to ledger accounts
- Taking over from the Front Office Assistants, checking and accepting float and takings
- Accepting revenue and floats from restaurant cashiers, ensuring that these are securely locked away in the safe
- Correcting any errors or omissions made by cashiers
- Having a positive, friendly, courteous and helpful attitude towards guests and colleagues
- Ensuring an efficient, informative and quick check-in and check-out
- Being familiar with general knowledge about the Maltese Islands
- Listening effectively to guests, and taking action on requests/complaints as soon as possible, in a professional manner
- Answering all telephone calls quickly and politely, using the standard greeting
- Reporting any Maintenance issues
- Assisting the Night Manager
- Reporting any suspicious behaviour to Security immediately

Requirements

- Comply with all company policies of the Grand Hotel Excelsior
- Comply with all systems and procedures as laid down by the General Manager and Front Office Manager
- Maintain a high standard of personal appearance and hygiene at all times
- Participate in Health and Safety training and have a complete and up-to-date knowledge of Hotel emergency and evacuation procedures
- The company reserves the right to add and amend any duties or responsibilities at its discretion.

Interested candidates are requested to send their CV and covering letter to:
hr@excelsior.com.mt or by post to Human Resources Department
Grand Hotel Excelsior, Great Siege Road, Floriana FRN 1810



LVXSM

Preferred
HOTELS & RESORTS

www.excelsior.com.mt

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