Night Auditor Training Schedule

Day One: Department Orientation

Trainee Initials	***Trainer Initials***	***Date Reviewed***	***Task Reviewed***
			New Employee Orientation (BWI – Internal) I Care Training (BWI) Bed Bug – (must be done within 90 days of hire) Front Office 101 (BWI) Front Office 102 (BWI) Service for Guests with disabilities (BWI) Night Audit Agent Training Schedule Review: ○ Provide Training Packet or Manual ○ Provide Skill Breakdowns ○ Introduction ○ What is a Front Office Employee? ○ Quality Guest Services ○ Front Office Philosophies & Concepts ○ Discuss Department SOP's on website
			Department Overview & Communication Tools: ○ Front Desk Area ○ Equipment Review: PMS Terminals, phones, printers, key machines, credit card swipes, CC imprinters, safety deposit boxes, safe. ○ Bulletin Boards ○ Strategy / daily information boards ○ Employee Mail box ○ Scheduling – Request off Procedures ○ Time Clock ○ Log Book
			Receive User Login & Password information for all systems *Visual Matrix *Opera *Service Pro
			Review Uniform & Appearance Standards

Night Auditor Training Schedule

Day Two: PBX Operator– 1 shift

Trainee Initials	*Trainer Initials*	*Date Reviewed*	*Task Reviewed*
			Review immediate work station and equipment used
			Property Information / Stat Sheet & Extension List
			Radio Codes & Radio Usage
			Phone & Radio Etiquette SOP
			Standard Greeting & Closing Script for answering calls
			Guest Privacy SOP
			Perform the following switchboard tasks: ○ Answer Calls ○ Place calls on hold ○ Transfer calls ○ Message lights in guest rooms ○ Switch phones from Night 1 – Night2 ○ Emergency procedures – 911 calls
			Emergency Procedures
			Guest Requests
			Courtesy Call Back logs
			Complaint Logs
			Maintenance & Housekeeping dispatches

Notes:

Night Auditor Training Schedule

Day Three: Reservations

Trainee Initials	*Trainer Initials*	*Date Reviewed*	*Task Reviewed*
			Review reservations work area and equipment
			Review in detail the Standard Reservation Script including these basic steps: ○ Appropriate Greeting ○ Ask Key Question ○ Ask Qualifying Question ○ Present 3 benefit statements ○ Quote Rate ○ Attempt Primary Close ○ Attempt Secondary Close ○ Recap Reservation ○ Closing
			Review Room Types and Room Codes
			Review Rate Structure for the hotel
			Review Upgrading and Selling from Top Down
			Review PMS procedures on Visual Matrix and Opera
			Reservations main screens on PMS
			Observe reservations being made and entered into the PMS system
			Make actual reservations and input into PMS
			Group Reservations
			Review Guest Special Requests and modules within the PMS to accommodate special requests during the rez process.
			Providing Directions to your property
			Review Hotel Website(s)

Notes:

Night Auditor Training Schedule

Day Four: Evening Shift - Guest Check-In

Trainee Initials	***Trainer Initials***	***Date Reviewed***	***Task Reviewed***
			Guest Check – In: Service Component
			Guest Check – In: PMS Function Component
			Different Guest Check-Ins: ○ Guest with a reservation ○ Walk-in Guest ○ Group Check-In Early Check-In
			Credit Card Authorization Procedures
			Methods of Payment ○ Check In Credit Card ○ Check In Direct Bill ○ Check In Gift Certificate ○ Check In Check / Travelers Checks ○ Check-In Tax Exempt
			Brand Loyalty Program
			How we Handle VIP's at Check-In
			Using the Key Machine: ○ Login to the machine ○ Create Guest Room keys for arrival ○ Copy Guest Room Keys ○ Read Guest room Keys ○ Lock out a Guest
			Issuing Guest Keys at Check-In
			Block Guest Room numbers
			Pre-Registration packets
			Using Effective Sales Techniques
			Helping Guests with Special Requests
			Relocating Guests in Sold out situations
			How to process Room Changes / Room Move
			How to process Guaranteed No Shows
			Marketing Alert System – Binder Overview

			Review 3/11 Shift Checklist and specific tasks: ○ Bucket Check ○ Credit Limit Reports ○ Downtime Reports

Notes:

Night Auditor Training Schedule

Day Five: Morning Shift - Guest Check-Out, Posting Charges, Adjustments, End of Shift Balancing

Trainee Initials	***Trainer Initials***	***Date Reviewed***	***Task Reviewed***
			Guest Check Out – Service Component
			Guest Check Out – PMS Function Component
			Different Types of Checkout: ○ Express Check Out ○ Late Check Out ○ Early Check Out ○ Group Check Out ○ Unexpected Stay overs
			Posting Payments
			Posting Charges and Adjustments
			Split Guest Charges
			Transfer Guest Charges
			Refunds
			Incidental Charges
			Routing Charges to Group Master or Master Folio Account
			Handling Guest Complaints
			Reconcile Room Status with Housekeeping for Late Check-outs
			Cash Handling Procedures
			Shift balancing
			Deposit Procedures
			Review 7AM – 3PM Shift Checklist

Notes:

Night Auditor Training Schedule

Day Six: Front Office Standard Operating Procedures

Trainee Initials	*Trainer Initials*	*Date Reviewed*	*Task Reviewed*
			Movie & Game Systems (If Applicable)
			Process Safe- Deposit Box Transactions for Guests
			Guest Mail / Packages and Faxes
			Bike Rentals
			Shuttles offered through the hotel
			Vouchers offered through the hotel
			Did you Forget Program? (Toothbrush, toothpaste, shaver, etc.)
			Processing Wake-Up Calls
			Lost & Found Procedures
			Reporting Guest Room or Property Maintenance Issue
			MOD Program
			Emergency Procedures
			Update the Function Reader Board
			Inventory and Requisition Front Desk Supplies
			How to Use Fax & Copy Machine

Notes:

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Day's Seven - Ten: Night Audit Shift & Procedures

Trainee Initials	*Trainer Initials*	*Date Reviewed*	*Task Reviewed*
			Review Night Audit Checklist
			Review PMS Login Procedures & Audit Modules
			Go through Checklist and perform all tasks
			Prepare Night Audit Packet
			Back Up system
			Express Checkouts
			Guest Safety & Security
			Prepare Housekeeping Reports in the morning
			Prepare management or accounting reports as assigned

Notes: