



THE ROYAL PORTFOLIO

At The Royal Portfolio we are passionate about our guest experience. In order to achieve our Purpose we seek to employ exceptional individuals whose personalities reflect our Purpose & Values.

## PURPOSE & VALUES

To give our guests a complete experience & a perfect stay

### GUESTS

- To be welcoming, genuine & warm
- To provide value & superior, personalized service
- To create an environment of relaxation & enjoyment

### STAFF

- To have a culture of mutual respect, trust & integrity
- To recognize, reward & uplift
- To have passionate & expert staff

### COMPANY

- To be financially sustainable
- To uplift local communities
- To promote conservation & protect the environment

## ABOUT THE ROYAL PORTFOLIO

The Royal Portfolio is a collection of luxury hotels in iconic South African destinations including Royal Malewane in the Greater Kruger National Park, Birkenhead House in the whale watching paradise of Hermanus, La Residence in Franschhoek and The Silo Hotel in a converted grain silo in Cape Town's V&A Waterfront.

## NIGHT AUDITOR THE SILO HOTEL | CAPE TOWN



## SCOPE & GENERAL PURPOSE

The Night Auditor will be responsible for specific hotel operations at night and will be required to deliver on The Royal Portfolio's Purpose, which is "To give our guests a complete experience and a perfect stay."

## MAIN DUTIES & RESPONSIBILITIES

- Ensure the teams that are rostered on the night shift all report to shift on time and fulfil their duties
- Do spot checks on security to ensure that all instructions are carried out according to company policies and procedures for security of the guests and the hotel.
- Make sure all early guest wake-up calls are confirmed and understand what is required for these wake-up calls.
- Assist with late check-ins as well as early departures and check outs.
- Ensure that all guests' queries during the night is communicated to reception via email, handover and the day sheet where necessary.
- Check to see that all charges are assigned to the appropriate departments.
- Verify that all transactions performed at the front desk are supported by documentary evidence and signatures as necessary and that they have been correctly posted and allocated in to PMS system.
- Track room revenues, occupancy percentages, and other front office statistics.
- Run end of day process in property management software (PMS).
- Understand principles of auditing, balancing, and closing out accounts.



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It is important that the candidate is able to work as part of a team and is a good cultural fit for The Royal Portfolio.

South African citizenship is advantageous. A valid work permit is essential if you are not in possession of a South African ID document.

## CONNECT



To apply for this position please send your CV and a one page covering letter to:  
[careers@theroyalportfolio.com](mailto:careers@theroyalportfolio.com)

## NIGHT AUDITOR THE SILO HOTEL | CAPE TOWN

### MAIN DUTIES & RESPONSIBILITIES

- Handover or report all maintenance issues to the maintenance manager by email and the morning handover before you leave.
- Ensure that the CCTV cameras are fully operational and recording.
- Complete a nightly checklist.
- To follow all reasonable instructions and assist other departments.
- To report any breach of company policy to senior management.

### REQUIREMENTS & QUALIFICATIONS

- Hospitality Diploma advantageous or at least 2 years' experience in a 5\* Hotel or 1 years' experience in a Front Office environment.
- Micros literate.
- Demonstrates excellent English written and verbal communication skills.
- A strong grasp of operational systems (Micros POS and Opera) and computer literacy in Microsoft Excel, Word, Power point, Outlook.
- Strong organizational skills and ability to multitask.
- Ability to work long hours, including weekends and holidays.
- International experience in a similar environment and travelling experience will be advantageous.
- Own transport a plus.

[WWW.THEROYALPORTFOLIO.COM](http://WWW.THEROYALPORTFOLIO.COM)