

Job Opportunity:

NIGHT RECEPTIONIST/NIGHT AUDITOR

Location:

Hersonissos, Heraklion, Crete

Company:

Belvedere Royal Imperial Resort

Employment Type:

Full-time

Job Category:

Permanent/Seasonal Staff

Position Overview

Belvedere Royal Imperial Resort is seeking a **Night Receptionist/Night Auditor** to join our front office team. The successful candidate will be responsible for handling check-ins, check-outs, and guest support during the night shift, ensuring a high standard of hospitality, smooth operation, and safety throughout the night.

Key Responsibilities

- Welcome and assist guests during check-in, check-out, and throughout their stay
- Process arrivals and departures using the hotel's PMS system
- Provide information about hotel services, facilities, and local attractions
- Handle guest requests, inquiries, and complaints with professionalism and courtesy
- Maintain communication with other hotel departments to ensure guest satisfaction
- Monitor hotel safety, report incidents, and respond to emergencies during the night
- Manage the switchboard and handle email correspondence
- Handle reception cashier duties (invoicing, cash/credit transactions)
- Record daily activity and complete night shift reports
- Perform end-of-day reconciliation and close the business day in the system

Required Qualifications

- Minimum 2 years of experience in a similar role in 4★ or 5★ hotels
- Degree in Hospitality Management, Tourism, or relevant studies
- Excellent command of English (German or French is a plus)
- Proficiency in hotel software (PROTEL) and PMS systems
- Solid computer skills and familiarity with MS Office
- Excellent problem-solving and guest relations skills
- Customer-focused mindset with a professional and courteous attitude
- Strong communication and organizational abilities
- Able to work independently and handle responsibilities during night hours

- Ability to work efficiently under pressure and in multitasking situations
- Professional appearance and pleasant personality

What We Offer

- Competitive salary package
- Complimentary meals during shifts
- Transportation to/from Heraklion for staff
- Ongoing training and development
- Opportunities for career advancement
- A positive and professional work environment with a strong team culture

Apply now by sending your CV to: hr@belvedereresort.com