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## **1 SOP Title**

### **Night Auditor SOP – Night Shift Operations & Day Closing**

## **2 Department**

Front Office (Night Shift)

Coordination: Accounts, Housekeeping, Security

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## **3 Purpose**

To ensure accurate day closing, revenue posting verification, system balancing, and smooth night operations in a 2–3 star Indian hotel.

This SOP ensures:

- Correct revenue accounting
- Zero missing postings
- Proper system rollover
- Safe cash handling
- Night security control

In budget & 3-star hotels, weak night audit leads to revenue leakage and accounting confusion.

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## **4 Scope**

Applicable to:

- Night shift operations (10:00 PM – 7:00 AM typical)
- Daily revenue verification
- PMS day closing
- Cash reconciliation
- Late-night check-ins
- Early morning check-outs

Applies to:

- Night Auditor

- Night Front Office Associate
  - Security
  - Duty Manager (On-call)
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## **5 Responsibility**

<b>Position</b>	<b>Responsibility</b>
Night Auditor	System audit & day close
FO Night Staff	Guest handling
Security	Night safety
Accounts	Report review next day
GM/Owner	Monitor reports

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## **6 Step-by-Step Procedure**

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### **A. Night Shift Takeover**

1. Take shift handover from evening staff.
2. Check:
  - Cash balance
  - Pending check-ins
  - Pending bills
  - Complaint status
3. Verify float cash.
4. Sign handover register.

Never start shift without checking cash.

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### **B. Verify All In-House Rooms**

1. Print in-house guest list.

2. Cross-check:
    - Physical room status vs PMS
  3. Confirm:
    - All occupied rooms are posted
  4. Investigate mismatch immediately.
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### **C. Posting Verification**

1. Verify room rent posted for all rooms.
2. Check F&B postings.
3. Check laundry postings.
4. Check extra bed charges.
5. Check discounts applied.
6. Correct errors before day close.

This step prevents revenue loss.

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### **D. No-Show Handling**

1. Check expected arrivals list.
  2. Identify no-show bookings.
  3. Follow no-show policy:
    - Charge if applicable
  4. Release room in PMS.
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### **E. Night Audit Process (System Day Closing)**

1. Ensure no pending postings.
2. Run "Trial Balance" report.
3. Confirm:
  - Debit = Credit
4. Close day in PMS.

5. Generate reports:
  - Daily Revenue Report
  - Occupancy Report
  - ARR Report
  - Cash Report

Never close day with imbalance.

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#### **F. Cash Reconciliation**

1. Count physical cash.
2. Match with PMS cash report.
3. Prepare Cash Summary Sheet.
4. Seal cash in envelope.
5. Store safely in locker.

Cash shortage/excess must be reported immediately.

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#### **G. Handling Late Night Check-In**

1. Follow standard check-in procedure.
  2. Collect full advance.
  3. Update PMS immediately.
  4. Inform security.
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#### **H. Early Morning Check-Out**

1. Keep bills ready.
  2. Process payment quickly.
  3. Update PMS.
  4. Inform housekeeping.
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#### **I. Night Security Coordination**

1. Coordinate with security for:
    - Visitor entry
    - Suspicious activity
  2. Maintain night visitor register.
  3. Keep lobby monitored.
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## **📋 Do's and Don'ts**

### **Do's**

- ✓ Verify all postings carefully
- ✓ Reconcile cash daily
- ✓ Maintain calm night environment
- ✓ Lock main doors (as per policy)
- ✓ Inform management if major issue

### **Don'ts**

- ✗ Don't skip posting verification
  - ✗ Don't delay day closing
  - ✗ Don't allow unauthorized visitors
  - ✗ Don't leave desk unattended
  - ✗ Don't adjust cash without record
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## **📋 Operational Standards**

- 100% posting verification
  - Zero day-closing imbalance
  - Cash matched daily
  - No unauthorized night entry
  - Reports submitted before 8:00 AM
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## **📋 Escalation Matrix**

<b>Situation</b>	<b>Escalate To</b>
System error	FO Supervisor
Major billing mismatch	Accounts
Cash shortage	GM immediately
Security issue	Manager & Security
Overbooking discovered	Manager

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### **10** Documentation / Records Required

- Shift Handover Register
- Cash Summary Sheet
- Trial Balance Report
- Daily Revenue Report
- No-Show Report
- Visitor Register
- Night Audit File

All reports must be filed properly.

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### **11** Common Mistakes to Avoid

- Skipping F&B posting check
- Closing day without verifying rooms
- Ignoring cash mismatch
- Allowing unauthorized late-night visitors
- Not reporting system error
- Sleeping during shift
- Not updating PMS in real-time

In 2–3 star hotels, Night Auditor protects hotel revenue.

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## **📄 Training Notes**

How to Train Night Auditor:

1. Teach full PMS posting flow.
2. Practice trial balance understanding.
3. Train on cash handling discipline.
4. Conduct mock imbalance scenario.
5. Shadow experienced auditor for 7 days.
6. Review daily reports with management.

Training Duration:

- 3 days system training
- 7 days supervised night audit

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- ✓ SOP Ready for Printing
  - ✓ Suitable for Budget & 2–3 Star Indian Hotels
  - ✓ Revenue & Control Focused
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