



Republic of Rwanda
Ministry of Education



RTB | RWANDA
TVET BOARD

RQF LEVEL 5



FRONT OFFICE AND HOUSEKEEPING OPERATIONS

FHONA501 Night Audit Activities



TRAINEE'S MANUAL

April 2025



Republic of Rwanda
Ministry of Education



RTB | RWANDA
TVET BOARD

PERFORM NIGHT AUDIT ACTIVITIES



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LIST OF ABBREVIATIONS AND ACRONYMS

CBET: Competence Based Education and Training

RQF: Rwanda Qualification Framework

RTB: Rwanda TVET Board

TVET: Technical and Vocational Education and Training

CCTV: Closed-Circuit Television

INTRODUCTION

This trainee's manual encompasses all necessary skills, knowledge and attitudes required for **Perform Night Audit Activities**. Students undertaking this module shall be exposed to practical activities that will develop and nurture their competences. The writing process of this training manual embraced competency-based education and training (CBET) philosophy by providing practical opportunities reflecting real life situations.

The trainee's manual is subdivided into units, each unit has got various topics, you will start with a self-assessment exercise to help you rate yourself on the level of skills, knowledge, and attitudes about the unit. A discovery activity is followed to help you discover what you already know about the unit.

After these activities, you will learn more about the topics by doing different activities by reading the required knowledge, techniques, steps, procedures, and other requirements under the key facts section, you may also get assistance from the trainer. The activities in this training manual are prepared such that they give opportunities to students to work individually and in groups.

After going through all activities, you shall undertake progressive assessments known as formative and finally conclude with your self-reflection to identify your strengths, weaknesses, and areas for improvement.

Do not forget to read the point to remember the section which provides the overall key points and takeaways of the unit.

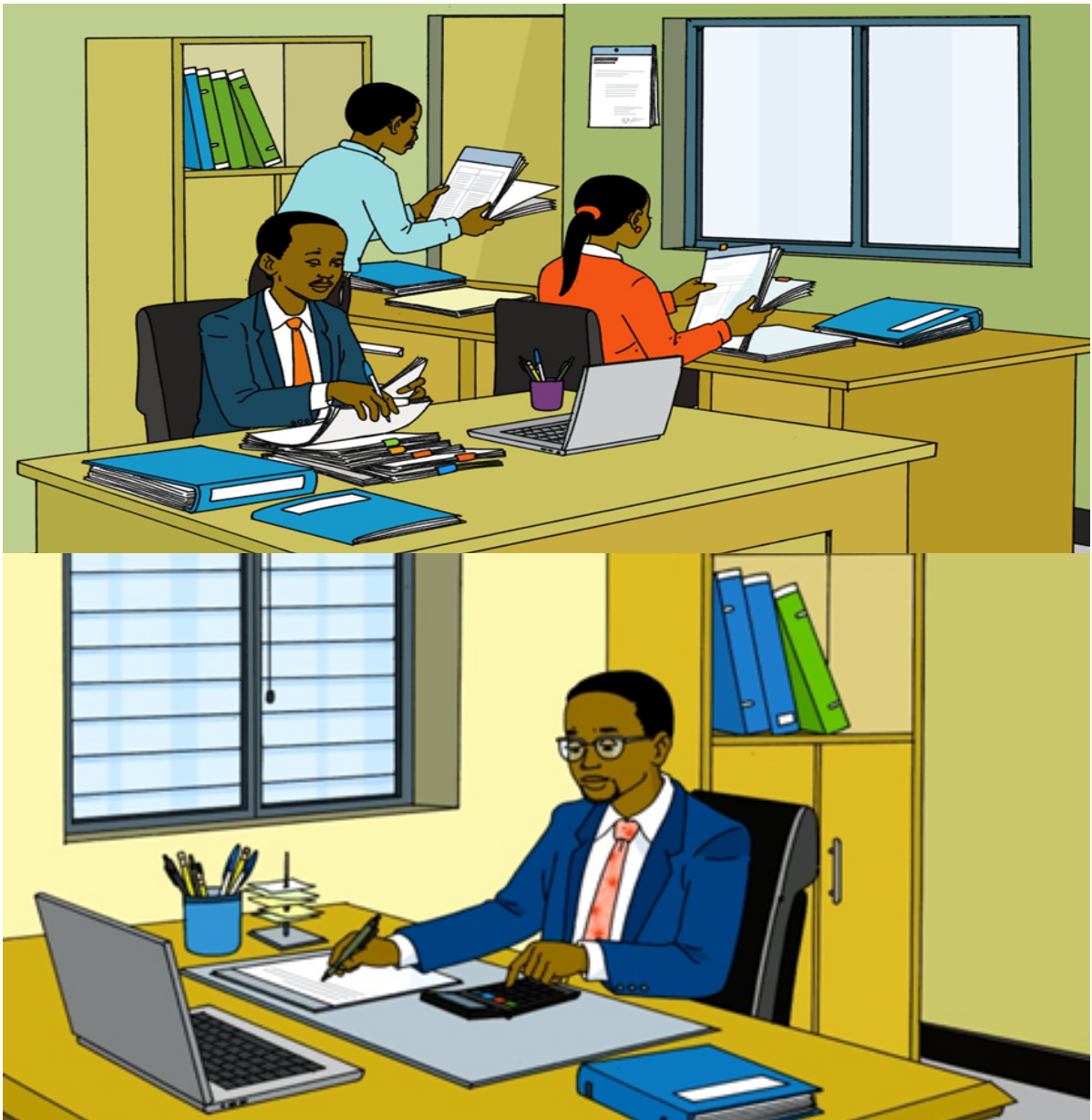
Module Units:

Unit 1: Prepare Night Audit Activities

Unit 2: Handle Financial Transactions

Unit 3: Carry out night audit administrative works

UNIT 1: PREPARE NIGHT AUDIT ACTIVITIES



Unit summary

This unit provides you with the knowledge, skills and attitudes required to prepare night Audit activities, handle financial transactions and carry out night audit administrative works.

Self-Assessment: Unit 1

1. Referring to the unit illustration above answer to the following questions:
 - a. What does the illustration show?
 - b. Based on the illustration; what do you think the learning unit will be talking about?
2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills, and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills, and attitudes acquisition during the learning process.
 - b. Think about yourself; do you think you have the knowledge, skills, or attitudes to do the task? How well?
 - c. Read the statements across the top, put a check-in a curriculum that best represents your level of knowledge, skills, and attitudes.
3. At the end of this unit, you will assess yourself again.

Experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Arrange night audit office					
Verify night audit office facilities					
Collect daily reports					
Verify hotel package					
Verify guest account					
Reconcile guest account					
Prepare room					

Experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
revenue report					
Prepare food and beverage report					
Prepare banqueting report					
Prepare miscellaneous reports					
Assist guests					
Describe cleanliness process of the night audit office					
Explain the main components of report					
Explain the main components of reports					



Key Competencies:

Knowledge	Skills	Attitudes
Describe the Key point of hotel operational procedures	Verify hotel packages Verify guest account Arrange the night audit office	Stay calm while examining night audit office Take necessary safety and precaution while arranging night audit facilities
Describe the night audit facilities	Correct night audit data Carry out night audit administrative works	Pay attention to details while carrying out night audit administrative works
Describe the daily reports components	Generate night audits report	



Discovery activity



Task 1:

Read the following statement and answer the provided questions.

Suppose that you are appointed as night auditor in B&B hotel located in Kigali City, Kicukiro District, you should be working closely with other hotel staff and your shift will start at night.

- How can you arrange night audit office?
- Why can you collect daily report?
- How can you ensure the offices facilities are in good operational status?

Topic 1.1: Arrangement of night audit office



Activity 1: Problem Solving



Task 2:

Read the statement below, and answer to the questions provided:

Suppose that you are newly recruited as an employee of X hotel located in Musanze District, your key responsibility is to work as night auditor, and you are requested to arrange the new office at the hotel.

- a) Do you think it is necessary to ensure the office cleanliness before arrangement? Why?
- b) How can you position office facilities?
- c) What do you think are the key points to consider when arranging the night audit office in hotel?

Key Facts 1.1: Arrangement of night audit office

Arrangement of a Night Audit Office refers to the physical setup and organizational layout of the workspace where night audit tasks are conducted. A well-arranged office ensures that the auditor can efficiently perform duties like financial reconciliation, report generation, guest service, and system updates.

- **Cleanliness of the office**

Maintaining cleanliness in the night audit office is essential to create a productive and professional environment. A clean office promotes better focus, reduces stress, and ensures compliance with health and safety standards. Here are the steps for maintaining the cleanliness in the Night Audit Office.

- ✓ **Daily Cleaning Routine**

- 🧹 **Desk Surfaces:** Wipe down desks, counters, and keyboards to remove dust and grime. Use appropriate cleaning products for electronics.

- 🧹 **Floors:** Sweep and mop the office floor daily, paying attention to corners and

under furniture.

-  **Trash Management:** Empty trash bins regularly to prevent clutter and odor.

- ✓ **Organizing Tools and Documents**

-  **Declutter Workspaces:** Ensure only essential items (e.g., computer, phone, calculator) are on the desk.

-  **Proper Filing:** Keep documents and reports neatly stored in labeled folders or drawers to prevent mess.

-  **Stationery Storage:** Use trays, drawers, or organizers to store pens, staplers, and other small items.

- ✓ **Deep Cleaning**

- Weekly Tasks:**

-  Dust shelves, filing cabinets, and less frequently used areas.

-  Clean windows and light fixtures to ensure a bright, inviting space.

- Monthly Tasks:**

-  Sanitize frequently touched surfaces like keyboards, phones, and doorknobs.

-  Clean air vents to maintain proper ventilation.

- ✓ **Cleanliness of Equipment**

-  **Printers and Computers:** Regularly clean screens, keyboards, and external parts of printers to keep them functioning well and looking tidy.

-  **Telephones:** Use disinfectant wipes to sanitize handsets and buttons.

- ✓ **Personal Responsibility**

- Encourage auditors to clean as they go:

-  Dispose of coffee cups, food wrappers, and other items after use.

-  Tidy up their workspace at the end of the shift.

- ✓ **Professional Cleaning Support**

- Schedule professional cleaners for tasks such as:

-  Carpet deep cleaning.

-  Polishing or treating desk surfaces.

-  Managing hard-to-reach areas.

- **Positioning of office facilities**

The positioning of office facilities in a night audit office directly impacts efficiency, comfort, and the ability to multitask effectively. A well-thought-out arrangement ensures seamless workflow and minimizes physical strain during long night shifts. Here is the Key Guidelines for Positioning Office Facilities

✓ **Desk and Chair**

 **Placement:** The desk should be positioned centrally or against a wall to provide enough workspace without feeling cramped.

 **Ergonomics:**

 **Chair height and desk height should be adjustable.**

 **Leave adequate** legroom under the desk to ensure comfort during long hours.

✓ **Computer and Monitor**

Positioning:

 Place the monitor directly in front of the user at eye level to reduce neck strain.

 Maintain a distance of 18–24 inches between the monitor and the user's eyes.

✓ **Keyboard and Mouse:**

 Place them at elbow height for comfortable use.

 Ensure they are within easy reach without the need to lean forward.

✓ **Printer and Scanner**

Placement:

 Position these devices within arm's reach of the desk to allow quick access without interrupting workflow.

 Use a small side table or shelf to avoid taking up desk space.

✓ **Filing Cabinets and Storage Units**

Proximity: you have to place filing cabinets or shelves close to the desk for easy access to frequently used documents. And archive less-used files in a storage area farther from the main workspace.

Organization:

 Use labeled and color-coded files for quick identification.

✓ **Telephone and Intercom System**

Placement:

 Position the phone on the dominant-hand side of the desk to facilitate easy use while multitasking.

 Ensure the intercom system is clearly visible and easily accessible.

✓ **Lighting**

Task Lighting: Use adjustable desk lamps to illuminate workspaces without causing glare.

Overhead Lighting: Ensure the room is evenly lit to prevent eye strain, especially for tasks requiring close attention to detail.

✓ **Trash Bin**

Placement:

 Place a trash bin near the desk but out of direct sight to keep the workspace tidy and professional.

✓ **Safety and Security Facilities**

Emergency Exits:

 Ensure the desk does not block pathways to emergency exits.

Key/Document Lockers:

 Place secure lockers for storing sensitive information or keys within the office but out of public view.

✓ **Proximity to Shared Resources**

Reception Desk:

 The night audit office should be close to or adjacent to the reception desk for easy coordination.

Break Room/Restroom:

 Position the office near break room facilities to allow for convenient breaks during long shifts.

- **Key point on hotel arrangement standards**

- ✓ The night audit process is crucial for a hotel's operations, ensuring that all financial and operational data are reconciled and accurate by the end of each day.
- ✓ Proper arrangement standards for the night audit office not only support these tasks but also create an efficient, comfortable, and secure workspace for night auditor as indicated in the above **Positioning of office facilities**.



Activity 2: Guided Practice



Task 3:

Read the following statement and answer the provided questions.

Hotel Grandview, a mid-sized boutique hotel, has recently undergone a renovation to improve its operational efficiency. As part of this renovation, the night audit office was redesigned to better support the audit process and improve workflow. It has the following current facilities: Desk, Computer and Printer, Storage, Lighting, Telephone and Communication and the Security key pad.

- a) How would you rearrange the desk and filing systems to improve workflow and efficiency for the night auditor?
- b) How do you think the the night audit office layout could be adjusted?
- c) What should be the key point to consider night audit office arrangement?



Activity 3: Application



Task 4:

When designing or arranging the facilities for a night audit office, the objective is to ensure that the space promotes efficiency, ease of communication, and security. Proper positioning

of equipment and facilities can significantly enhance workflow and productivity, especially since night auditor's work during the quieter, late-night hours when precision and focus are key. As a trainee, you are requested to visit the hotel in surrounding community, observe the arrangement of night audit office and produce report emphasising on their Strength, weakness well as as the area of improvement.

Topic 1.2: Collection of daily reports



Activity 1: Problem Solving



Task5 :

Read the following statement and answer the provided questions:

Jimmy is a night auditor in K&Y hotel located in Musanze District; he is closing the duties and he need to make a different daily report to ensure that all daily-performed activities have been recorded as required by night auditor reports.

- a) What do you understand by pace, sales, Offer, commission, discount and miscellaneous report
- b) As a night auditor, how can you correct a daily report?

Key Facts 1.2: Collection of daily reports

- **Main Components of a Night Audit Report**

- ✓ **Pace Report:** The Pace Report provides insights into the booking pace for rooms over a specified period, often comparing actual bookings to projected bookings. It's useful for tracking the booking trends and revenue projections.

- ✚ **Key Metrics:**

- **Room Nights Sold:** The number of rooms sold.
- **Revenue per Available Room (RevPAR):** Measures revenue generated per available room.
- **Occupancy Rate:** The percentage of rooms sold compared to rooms available.

- **Booking Pace vs. Forecast:** Actual vs. predicted bookings over time.
- **Forecast Adjustments:** Changes in expected occupancy rates or room revenue.
- **Sales Report:** The Sales Report summarizes the revenue from room sales, food and beverage sales, and other services for the day, often broken down by revenue streams (e.g., rooms, spa, restaurant, and events).
 - ✓ **Key Metrics:**
 - ✓ **Total Room Revenue:** Income generated from room sales.
 - ✓ **Other Sales:** Revenue from restaurant, bar, services, etc.
 - ✓ **Sales by Department:** Breakdown of revenue by department (e.g., front office, F&B, spa).
 - ✓ **Average Daily Rate (ADR):** The average revenue earned per room sold.
- **Offer Report:** The Offer Report provides information about any promotional offers or discounts given to guests. It tracks special offers, package deals, and seasonal promotions.
 - Key Metrics:**
 - ✓ **Discounted Rates:** Total revenue from rooms sold at a discounted rate.
 - ✓ **Promotions Used:** Details of special offers or packages applied to guest bookings.
 - ✓ **Revenue Impact:** How the discounts or promotions affected overall revenue.
 - ✓ **Occupancy Impact:** Changes in occupancy rates due to promotions.
- **Commission Report:** The **Commission Report** tracks commissions paid to third-party agents, such as travel agents, booking sites, or corporate partners.
 - Key Metrics:**
 - ✓ **Commission Paid:** Total commission paid for bookings made through third parties.
 - ✓ **Agent-Specific Commission:** Breakdown of commissions by agent or partner.
 - ✓ **Booking Source:** Identification of the commissionable sources of bookings.
 - ✓ **Commission Percentage:** Percentage of room revenue paid as commission.
- **Discount Report:** The **Discount Report** provides a summary of any discounts applied to guest bookings, whether it's a corporate discount, membership discount, or any other

special pricing.

Key Metrics:

- ✓ **Discount Amount:** Total value of discounts applied.
- ✓ **Discount Percentage:** The average percentage of the discount compared to the room rate.
- ✓ **Guest Type:** Types of guests receiving discounts (e.g., corporate, group, loyalty members).
- ✓ **Revenue Impact:** How discounts affected total revenue.
- **Miscellaneous Report:** The Miscellaneous Report includes any additional charges or adjustments that do not fit into the standard categories of room revenue, F&B, or services. This report can include items such as guest refunds, adjustment credits, or additional fees.

Key Metrics:

- ✓ **Refunds/Adjustments:** Details of any refunds or billing adjustments made.
- ✓ **Additional Charges:** Any miscellaneous charges added to guest folios (e.g., minibar, service fees).
- ✓ **Late Check-Out Fees:** Charges for extended guest stays.
- ✓ **Unusual or Non-Standard Charges:** Any charges that fall outside regular billing.
- **Report Collection Procedures**
- **Daily Data Gathering**

Objective: Collect all relevant data required for the night audit reports. This includes:

- ✓ **Room Sales Data:** From the Property Management System (PMS).
- ✓ **Guest Check-In and Check-Out Data:** Ensure all guest activity is recorded.
- ✓ **Third-Party Sales and Commissions:** Gather data from external systems or agents.
- ✓ **Discounts, Promotions, and Offers:** Collect information on all applied promotions and discounts.

- ✓ **Miscellaneous Charges and Adjustments:** Verify any adjustments or additional charges applied to guest folios.
- **Report Generation**
 - ✓ Objective: Generate the necessary reports from the **PMS** or other reporting systems.
 - ✓ **Sales Report Generation:** Ensure that all room and non-room revenue is accounted for.
 - ✓ **Offer and Discount Report Generation:** Extract detailed information about discounts and promotions used.
 - ✓ **Commission and Miscellaneous Reports:** Generate specific reports detailing commissions paid to third parties and miscellaneous charges.
- **Review and Reconciliation**
 - ✓ Objective: After generating the reports, they should be reviewed and reconciled.
 - ✓ Revenue Reconciliation: Ensure that all sales and commissions are correctly accounted for, and there are no discrepancies in revenue numbers.
 - ✓ Cross-Check Guest Folios: Verify that any discounts or commissions applied are accurate and consistent with the reports.
 - ✓ Verify Adjustments: Ensure that any refunds, chargebacks, or adjustments are documented and accurately reflected in the reports.
- **Data Analysis and Comparison**
 - ✓ Objective: Compare actual results against forecasts, historical data, or budget projections.
 - ✓ Forecast Comparison: Analyze how actual sales, occupancy, and revenue match up with the forecasted data.
 - ✓ Pace Report Analysis: Assess the booking pace and make adjustments to future forecasts or strategies based on the actual numbers.
- **Documentation and Handover**

- ✓ Objective: **Once reports are reviewed and finalized, ensure that they are properly documented and handed over to the next shift or management.**
- ✓ Documenting Findings: **Store all generated reports, including any adjustments or discrepancies, in the appropriate system or file.**
- ✓ Handover Procedure: **Ensure that the completed night audit report and any related issues or notes are passed on to the morning shift or management.**
- ✓ Backup Reports: **Save digital copies of all reports in case of future reference or audits.**
- **Report Distribution**
 - ✓ Objective: **Distribute the completed reports to relevant stakeholders.**
 - ✓ Management Review: Ensure that hotel management, including the finance and revenue teams, receives the necessary reports.
 - ✓ External Partners: Distribute commission or sales reports to travel agents or third-party booking platforms as needed.
 - ✓ Regulatory Compliance: Ensure compliance with any local or regional regulations regarding financial **reporting**.



Activity 2: Guided Practice



Task 6:

Read the following scenario and answer the questions provided:

Rabbi Dining Group is a high-end restaurant chain with locations across the country. The company emphasizes quality and consistency in its operations and relies on detailed night audit reports from its branches to monitor performance. These reports include sales report, officer report, commission report and discount report. Despite clear guidelines, Rabbi Dining Group encountered delays and inconsistencies in report submissions from its branches. Some night auditors failed to submit their reports on time, while others sent incomplete or incorrect data. This disrupted decision-making and created frustration among the leading team. Suppose that you are hired night auditor to solve this issue.

- How can you proceed for examining the daily reports being used by Rabbi dining group night auditors and ensure efficient and effectiveness timely report submission?



Activity 3: Application



Task 7:

Read the following statement, it is related to collection of daily reports, and then perform the tasks described below.

Suppose that you are hired by V&Y Hotel located in Musanze District as a night auditor. However, you are not experienced on how to develop all required daily report. To overcome this; you are required to

- (1) Visit a five (5) star hotel located in Kigali and ask a night auditor all information related to Pace report, Sales reports, Offer report, Commission report, Discount report.
- (2) Produce a visit report detailing the description as well as correction procedure of the said reports.



Formative Assessment

Read the following statement, they are related to hotel night audit arrangement and report collection then answer by circling the letter corresponding to the right answer.

1. What is the primary purpose of the night audit?
 - a) To record daily guest feedback
 - b) To reconcile financial transactions and generate reports
 - c) To conduct staff performance reviews
 - d) To update room statuses
2. Which document is crucial for starting the night audit?
 - a) Guest folio summary
 - b) Incident logbook
 - c) Housekeeping checklist
 - d) Staff attendance sheet
3. Answer true or false to the following questions.
 - a) The accounts receivable report is not part of the night audit because the finance department handles it.
 - b) The night audit report includes a cash report that tracks all cash transactions for the day.
4. Analyze the following table, Column A present the report name, while column B is their respective description, answer by matching Column A and B

Answer	Column A	Column B
1.....	1.Commission Report	A. Is tracks commissions paid to third-party agents, such as travel agents, booking sites, or corporate partners.
2.....	2.Discount Report	B. Provides a summary of any discounts applied to guest bookings, whether it's a corporate discount,

Answer	Column A	Column B
		membership discount, or any other special pricing.
3.....	3.Miscellaneous Report	C. Report includes any additional charges or adjustments that do not fit into the standard categories of room revenue, F&B, or services.
		D. It provides information about any promotional offers or discounts given to guests. It tracks special offers, package deals, and seasonal promotions.



Points to Remember

- The night audit office plays a critical role in ensuring the smooth operation of a hotel's accounting and reporting system.
- Daily reports provide crucial insights into hotel operations, helping management monitor performance, track trends, and make informed decisions.
- The night audit office is crucial for maintaining accurate records and ensuring smooth financial reconciliation in a hospitality setup. Regular verification of the office facilities ensures efficiency, security, and comfort for the auditor



At the end of every unit trainee should:

1. Re-take the self-assessment they did at the beginning of the unit.
2. Fill in the table above and share results with the trainer for further guidance.
3. Fill in and complete the self-assessment table below to reassess your level of knowledge, skills, and attitudes after undertaking this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills, and attitudes acquisition during the learning process.
 - b. Think about yourself; do you think you have the knowledge, skills, or attitudes to do the task? How well?
 - c. Read the statements across the top, put a check in a curriculum that best represents your level of knowledge, skills, and attitudes.

Experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Arrange night audit office					
Verify night audit office facilities					
Collect daily reports					
Verify hotel package					
Verify guest account					
Reconcile guest account					

Experience	I do not	I know a	I have	I have a lot	I am
Knowledge, skills, and attitudes	have any experience doing this.	little about this.	some experience doing this.	of experience with this.	confident in my ability to do this.
Prepare room revenue report					
Prepare food and beverage report					
Prepare banqueting report					
Prepare miscellaneous reports					
Assist guests					

4. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 2: HANDLE FINANCIAL TRANSACTIONS.



Unit summary

This unit provides you with the knowledge, skills and attitudes required to verify hotel packages and guest account and reconcile guest account.

Self-Assessment: Unit 2

Referring to the unit illustrations above discuss the following:

1. What does the illustration show?
2. Based on the illustration, what topics do you think will be covered under this unit.
3. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - b. Think about yourself: Do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.
4. At the end of this Outcome, you will assess yourself again.

My Experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Verify hotel packages and guest account					
Reconcile guest account					
Verify guest consumption					
Verify posted payment					

My Experience	I do not	I know a	I have	I have a lot	I am
Knowledge, skills, and attitudes	have any experience doing this.	little about this.	some experience doing this.	of experience with this.	confident in my ability to do this.
Approve the reconciliation					
Explain guest account status					
Identify guest identification					
Describe banqueting services					
Explain the accommodation services					
Examine the restaurant services					
Explain hotel package guidelines					



Key Competencies:

Knowledge	Skills	Attitudes
- Describe the hotel packages - Explain the guest account - Describe the reconciliation of guest account	- Confirm guest account - Verify hotel packages - Verify guest account status	- Be professional while confirming guest account - Be mindful during hotel package verification. - Pay attention to details while Verifying guest account status



Discovery activity



Task 8:

Read the following scenario and answer the questions provided

You are working at B and B hotel known for its good service delivery. It is Friday night where you experienced a big number of customers who are accommodated in your hotel.

- 1) How can you verify the hotel package provided to them?
- 2) How can you verify guest account?
- 3) After making verification, how are you going to reconcile the guest account?

5)

Topic 2.1: Verification of hotel packages and guest account



Activity 1: Problem Solving



Task 9:

Read the following scenario and answer the questions provided.

Last month you have started your new job as Night auditor at a classic Bar and Restaurant.

As today it is your shift, and you are asked to verify the hotel packages:

- 1) How can you differentiate between hotel package and hotel guest account?
- 2) What are the hotel package verification guidelines?
- 3) How can you verify hotel packages components (Accommodation Restaurant services, Banqueting, Miscellaneous services, Guest identification and Guest account status)?

Key Facts 2.1: Verification of hotel packages and guest account

The terms **hotel package** and **hotel guest account** refer to two different aspects of a hotel stay. Here's a breakdown of each:

A **hotel package** refers to a bundled offering or promotion that includes several services or amenities at a set price. These packages are designed to provide added value and convenience for guests by including more than just a room reservation.

- **Common Elements in a Hotel Package**

- ✓ **Accommodation:** This refers to the type of room or suite that the guest will stay in, and is often the core element of a hotel package.

-  **Details:** The accommodation usually includes room rates, the number of nights, room type (standard, deluxe, suite), and sometimes additional services (like a welcome drink or special room amenities).

Example: A package might offer a "5-night stay in a deluxe ocean-view room."

- ✓ **Restaurant Services:** This includes meals provided at the hotel's dining facilities as part of the package. It could be a combination of breakfast, lunch, dinner, or snacks.

 **Details:** The package might specify the number of meals per day (e.g., full-board, half-board, or all-inclusive) or provide credits toward dining.

Example: A "Half-Board Package" might include breakfast and dinner each day, while an "All-Inclusive Package" could include all meals, snacks, and drinks.

- ✓ **Banqueting:** This refers to events or services related to hosting groups or meetings, such as banquets, conferences, or private parties, which are often part of special hotel packages.

 **Details:** The package may include access to event spaces, meal plans for conferences, or facilities for large gatherings such as weddings or corporate events.

Example: A "Corporate Retreat Package" could offer banquet facilities, catered meals, and audiovisual equipment for meetings.

- ✓ **Miscellaneous:** These are additional services or perks that can vary widely depending on the hotel package and can be tailored to enhance the guest experience.

 **Details:** This could include spa treatments, tickets to local attractions, transportation (e.g., airport transfers), or even special requests like flowers or birthday cakes.

Example: A "Romantic Getaway Package" might offer a complimentary spa treatment, champagne, and a private dinner on the beach.

A **hotel guest account** refers to the profile and billing information associated with a specific guest during their stay. This account is used to manage and track all transactions related to the guest's stay, such as room charges, services, and any additional purchases.

- **Key Elements of a Hotel Guest Account:**

- ✓ **Guest Information:** Includes basic details like the guest's name, contact information, check-in/check-out dates, and special requests.

In addition to guest information, there is account status which include:

 **Booking Information:** Details about the guest's reservation, including the room type, rate, and any discounts or special arrangements.

 **Billing and Payment Information:** Tracks the charges applied to the guest's stay,

such as room charges, taxes, service fees, and extra charges (e.g., minibar, room service, or spa services). The payment method and any deposits or pre-payments are also recorded.

 **Additional Services:** Any extra charges for services like parking, meals, excursions, or activities that are charged separately from the room rate.

 **Loyalty Program Points:** For returning guests, their membership details in the hotel's loyalty program (e.g., points earned for free nights, upgrades, or discounts) may be associated with their account.

 **Payment History:** A record of previous payments, including deposits or pre-paid amounts, and the final balance for the stay.

 **Billing Adjustments:** Any changes or adjustments to the charges, such as refunds, discounts, or corrections to errors.

- **Example of Hotel Guest Account:**

 A **guest** books a room under a special package for 3 nights. The guest account would record the room rate, any included meals or amenities, and additional charges like room service, spa treatments, or parking fees. At checkout, the guest account would calculate the total charges for the stay, including any taxes, and handle payment.

As difference between hotel package and hotel guest account, we may say that:

 **Hotel Package:** A bundle of services and amenities that provides added value to guests, typically at a discounted rate compared to individual pricing.

 **Hotel Guest Account:** A comprehensive record of a guest's booking details, personal information, charges, and payments during their stay.

- **Types of guest account:**

- ✓ **Resident guest accounts:** Including the master folio / account or Incidentals folio/ account

- ✓ **City accounts /non -resident guest accounts**

- ✓ **Management accounts**

- ✓ **Resident guest accounts:** Show financial transactions with guests who have registered and who are currently staying in hotel.

 **Some** resident guests may have their accommodation charges settled by their company while they settle incidentals themselves. In these situations, the resident guest must have two folios:

 The master folio/ account for the room charges which will be sent to the company for settlement. A copy of this is sent to city (Sales) ledger.

 Incidentals folio/ account: Other charges that the guest will settle personally.

✓ **City accounts /city ledger:** Is a record of financial transactions between hotel and non- resident guests

 This may include account held by:

 Local business people who are not resident in the hotel but who use hotel facilities and service for entertainment or business meeting

 Guests who walk out of the hotel without settling the outstanding balance on their account.

 Guests who have sent prepayment to guarantee their bookings, but have not arrived or checked in (No-show).

✓ **Management accounts:** Are expense accounts or allowance given to the guests by the hotel manager to entertain guests or potential clients.

 For example, if a guest has a complaint about the hotel, the assistant manager may invite them to have a drink with him in bar after the problem has been resolved.

 This will help to encourage the guest to relax and to think well of the hotel. The charge for the drink is debited to the manager's expense (management) account

 A guest account (Guest folio) is a record of all the financial transactions between the hotel and guests.

It has two main types of entries (posting) on an account:

 **Debit entries:** All guest charges such as: room charges, telephone, Restaurant/ coffee shop/ bar, Laundry, Health center, business center, swimming pool, etc

 **Credit entries:** All payment or discounts from guest bills such as: Prepayments, payments for part of the bill during stay, payment for final settlements, discounts, etc.

Here's a breakdown of the two types of entries you mentioned:

Debit Entries (Charges)

 These are any charges that increase the balance of the guest's account. Some examples of these charges include:

 Room charges: Cost of the room(s) the guest is staying in.

 Telephone: Charges for calls made from the room.

 Food and Beverage: Charges from the restaurant, coffee shop, or bar.

 Laundry services: Fees for washing, pressing, or drycleaning clothes.

 Health and wellness services: Charges for services like massages, spa treatments, or gym usage.

 Business center: Charges for printing, internet, fax services, etc.

 Swimming pool and recreational facilities: Charges for using the pool or other amenities.

Credit Entries (Payments or Discounts)

These are entries that reduce the balance of the guest's account, including:

 Prepayments: Any amount paid in advance for the stay, often seen when booking a reservation.

 Payments made during the stay: These might be partial payments or deposits made during the guest's stay for any charges incurred up to that point.

 Payment for final settlement: The total payment made to settle the entire bill at checkout.

 Discounts: Any reductions applied to the guest's bill, such as promotional offers, loyalty discounts, or negotiated rates.

 Each of these entries allows the hotel to track how much the guest owes, how much they've paid, and any adjustments made throughout the stay. The balance on the guest folio helps determine the final settlement at checkout.

Example 1: Room Charge (Debit Entry)

Scenario: A guest checks in and is assigned a room for a price of \$150 per night.

Transaction:

 Debit (Dr): Guest Folio (Room Revenue): \$150 (This increases the guest's balance since they owe for the room.)

 Credit (Cr): Room Revenue Account (Revenue): \$150 (This shows that the hotel

has earned revenue from the room charge.)

- Explanation: When the guest stays, they are charged for the room. The debit entry increases the amount the guest owes, and the credit entry recognizes the revenue earned by the hotel.

Example 2: Telephone Charges (Debit Entry)

Scenario: During their stay, the guest makes a phone call, which costs \$10.

Transaction:

-  Debit (Dr): Guest Folio (Telephone Charges): \$10 (This increases the amount the guest owes for the phone call.)
-  Credit (Cr): Telephone Revenue Account: \$10 (This recognizes the income the hotel receives from the phone charges.)
- Explanation: The telephone charges are added to the guest's folio, and the revenue from the charges is recorded separately for the hotel.

Example 3: Guest Payment (Credit Entry)

Scenario: The guest pays \$100 towards their bill during their stay.

Transaction:

-  Debit (Dr): Cash or Bank Account: \$100 (This represents the money coming into the hotel's bank account.)
-  Credit (Cr): Guest Folio (Payments): \$100 (This reduces the amount the guest owes on their account.)
- Explanation: When the guest makes a payment, the hotel receives cash (or bank transfer) and reduces the outstanding balance on the guest's folio.

Example 4: Discount Applied (Credit Entry)

Scenario: The guests are given a 10% discount on their room charge due to a promotional offer. The room charge was \$150.

Transaction:

-  Debit (Dr): Guest Folio (Room Revenue): \$15 (This reduces the guest's balance because the discount is applied.)
-  Credit (Cr): Discounts or Promotions Account: \$15 (This shows the amount of discount the hotel has given.)
- Explanation: The discount reduces the guest's total bill, and the hotel records the

value of the discount as a separate accounting entry.

Example 5: Final Payment and Checkout (Credit Entry)

Scenario: On checkout, the guest settles the remaining balance of \$200.

Transaction:

-  Debit (Dr): Guest Folio (Final Balance): \$200 (This reduces the balance that the guest owes.)
-  Credit (Cr): Cash or Bank Account: \$200 (This shows the amount the hotel receives as payment.)
-  Explanation: When the guest pays the full balance, the debit reduces the amount owed, and the credit records the actual receipt of cash (or payment via card/bank transfer).

Summary of Dr and Cr Side:

Transaction	Debit (Dr)	Credit (Cr)
Room Charge	Guest Folio (Room Revenue) \$150	Room Revenue Account \$150
Telephone Charge	Guest Folio (Telephone Charges) \$10	Telephone Revenue Account \$10
Payment (Partial)	Cash or Bank Account \$100	Guest Folio (Payments) \$100
Discount	Guest Folio (Room Revenue) \$15	Discounts or Promotions Account \$15
Final Payment	Guest Folio (Final Balance) \$200	Cash or Bank Account \$200

In each case, the debit increases an asset or expense (like a guest's account or the hotel's revenue), and the credit reflects a corresponding entry to balance the accounting books. The folio keeps track of the amounts charged (debits) and the amounts paid (credits) for the guest's entire stay.

- **Hotel package verification guideline**

A **Hotel Package Verification Guideline** ensures that the hotel packages offered to guests are correctly implemented and delivered as promised. It helps in ensuring that both the guest and the hotel management are aligned in terms of expectations, services, and

payment. Below is a comprehensive guideline to verify hotel packages:

- **Confirm Package Details**

- ✓ **Accommodation:**

- 📅 Verify the room type, room category (e.g., standard, deluxe, suite), and the number of nights included.

- 📅 Ensure the guest is booked in the correct room type and has the appropriate view, floor, or special requests (e.g., early check-in, room upgrade).

- ✓ **Restaurant Services:**

- 📅 Confirm the number of meals included in the package (e.g., breakfast, lunch, dinner) and ensure the guest is aware of dining times.

- 📅 If applicable, confirm whether meals are buffet-style or à la carte and whether certain restaurants or locations are part of the package.

- ✓ **Banqueting or Event Services:**

- 📅 Ensure any events (e.g., conferences, meetings, weddings) or additional banquet services are included and scheduled in the system.

- 📅 Verify whether the package includes specific event facilities, such as audio/visual equipment, banquet halls, or catering.

- ✓ **Miscellaneous Services:**

- 📅 Check the additional perks included (e.g., spa access, transportation, tours, early check-in, late check-out).

- 📅 Confirm availability of any special requests (e.g., flowers, birthday cakes, private dinners).

- **Check Payment and Billing Details**

- ✓ **Package Cost:**

- Verify the total cost of the package against the booking details and make sure it matches the guest's reservation. Ensure all services included in the package are priced correctly and no hidden fees are added.

- ✓ **Pre-Payment or Deposits:**

- Confirm if the guest has made any necessary pre-payments or deposits, especially for special offers or all-inclusive packages. Check the payment method (credit card, bank transfer, online payment) and confirm that it has been processed.

✓ **Package Inclusions and Exclusions:**

Double-check what is included in the package and make sure that exclusions (e.g., mini-bar, additional activities) are clear to the guest. Ensure that no unintentional charges will be added for services that are supposed to be part of the package.

• **Verify Guest Identification and Account Status**

✓ **Guest Identification:**

Confirm that the guest's identity matches the booking details by checking passport, ID, or booking confirmation upon check-in.

✓ **Guest Account:**

Verify the guest's account status for any outstanding balance or pending payments. Check if there are loyalty program points or discounts applied to the guest's account (if applicable).

• **Verify Package Availability and Service Delivery**

✓ **Service Availability:**

Confirm the availability of services included in the package, such as spa treatments, tour schedules, or event spaces. Check for any maintenance or seasonal closures that might affect the package offerings (e.g., pool closure, restaurant availability).

✓ **Timeframes and Restrictions:**

Confirm the dates of the package and any restrictions (e.g., blackout dates, check-in/check-out times) that might apply. Ensure that the guest is aware of the terms and conditions regarding the usage of services, such as time slots for meals, tours, or special activities.

• **Communicate with the Guest**

Send the guest a detailed email or message outlining the package inclusions, services, dates, and any terms or conditions (e.g., cancellation policy). Confirm any special requests the guest has made and ensure they are noted and will be fulfilled.

✓ **Clarify Payment Status:**

Notify the guest of their payment status, whether they've paid in full or if there is any balance remaining.

✓ **Confirm Special Requests:**

If the package includes specific special requests (e.g., room preferences, dietary

needs), double-check that these have been arranged prior to the guest's arrival.

- **Verify Package Delivery on Arrival**

- ✓ **Check-in Process:**

Ensure the guest receives all package-related benefits at check-in (e.g., restaurant credits, complimentary welcome drinks, room upgrades). If the package includes any physical items (e.g., vouchers, tickets for excursions), confirm that the guest has received them.

- ✓ **Guest Experience:**

Check periodically during the guest's stay to ensure they are receiving all services included in the package (e.g., meals, spa, and activities). Resolve any issues or misunderstandings quickly to ensure guest satisfaction.

- **Final Billing and Check-Out**

- ✓ **Verify Charges:**

Ensure that all services and amenities used by the guest during their stay, which are part of the package, are correctly applied to their bill. Ensure any additional charges outside the package (e.g., extra meals, room service, or mini-bar) are clearly separated from package-related charges.

- ✓ **Review Package Terms:**

At check-out, review the package details with the guest to ensure that all agreed services have been provided. Confirm any pending payments or refunds based on package terms.

- **Document and Record Package Details**

- ✓ **Package Documentation:**

Maintain detailed records of the package, including pricing, services provided, and special guest requests. This will help in future bookings and any customer service inquiries.

- ✓ **Feedback and Follow-Up:**

Request feedback from the guest to assess the effectiveness of the package and improve future offerings. Follow up with the guest (via email or survey) to understand their satisfaction with the package and to address any issues they may have faced.



Activity 2: Guided Practice



Task 10:

Read the following scenario and answer the questions provided

Suppose that you are night auditor and you have just arrived at your shift during the night. The hotel is busy making check out for 5 guests who stayed in the hotel for 5 days.

- How are you going to verify the hotel guest package used by those guests?
- What are the hotel package guidelines are you going to follow?



Activity 3: Application



Task 11:

You are newly hired Night auditor at Birunga Hotel in Musanze District. Unfortunately one among the duties to be performed by night auditor are to verify guest account and hotel guest package. For the effectiveness and efficient work, you are required to visit a high end hotel located in your area then ask the night auditor how s/he makes guest account verification and hotel package. Then make a report.

Topic 2.2: Reconciliation of guest account



Activity 1: Problem Solving



Task 12:

Read the following statement and answer the provided questions:

You are working in Bivu Malt Hotel. Your main duty is to perform night auditor tasks. Today you have a group of people who are going to make check out.

- How can you verify the guest consumption?
- How can you post payments?
- As guests are going to check out today, explain how you approve the guest account reconciliation?

Key Facts 2.2: Reconciliation of guest account

Reconciliation of guest accounts is a crucial process in hotel management to ensure the accuracy and completeness of the charges, payments, and adjustments made to a guest's account during their stay. This process helps in verifying that all financial transactions are properly recorded, any discrepancies are identified, and the hotel's records match the actual charges for each guest. For reconciliation you may apply the followings:

Guest consumption verification refers to the process of confirming and validating the charges made by a guest during their stay. This includes checking whether the items or services consumed by the guest (such as room service, minibar, dining, spa services, etc.) are accurately recorded in the guest's account and ensuring that the charges are legitimate, correct, and in line with the hotel's policies. Effective **guest consumption verification** helps avoid billing disputes, ensures proper revenue recording, and enhances guest satisfaction by providing clear, accurate billing details.

- **Steps in Guest Consumption Verification**

- ✓ **Access Guest Folio:** Open the guest's account in the **Property Management System (PMS)** to review all transactions and charges. The folio contains a detailed list of the guest's consumption, including room charges, food & beverage, and any additional services.
- ✓ **Identify Consumption Items:** Look for specific entries such as:
 -  **Minibar:** Items consumed from the minibar (e.g., snacks, drinks).
 -  **Room Service:** Meals or drinks ordered to the room.
 -  **Restaurant Charges:** Charges made at the hotel restaurant or café.
 -  **Spa and Wellness:** Services such as massages, beauty treatments, or other spa services.
 -  **Other Services:** Additional services like laundry, parking, telephone calls, or any other amenities used.
- ✓ **Match Consumption with Corresponding Charges**
- ✓ **Cross-check Receipts and Charges:** Ensure that every consumption charge recorded in the guest's account has corresponding evidence, such as:

-  **Room service receipts** for in-room dining.
-  **Minibar consumption logs** for minibar items.
-  **Dining receipts** for charges in hotel restaurants.
-  **Spa service logs** for spa-related charges.
-  **Invoices or service tickets** for any other hotel services (e.g., parking, laundry).
- ✓ **Verify Item Prices:** Ensure the items consumed match the **hotel's pricing list**. Confirm that the prices are correctly applied to the guest's account according to the service or product consumed.
- ✓ **Verify the Legitimacy of the Consumption**
- ✓ **Ensure Guest Responsibility:** Confirm that the items or services were indeed consumed by the guest or their party. For example:
 -  **Minibar:** If the guest claims not to have consumed a minibar item, the minibar consumption log should be cross-checked. If it's a discrepancy, the guest's statement should be investigated.
 -  **Room Service:** Verify that the room service was ordered from the correct guest's room and that the time and amount correspond with the guest's stay.
- ✓ **Billing Errors:** Check for duplicate charges or incorrect items in the guest's account. For example, if the guest did not order two bottles of wine, ensure that one is removed.
- ✓ **Review Special Requests and Package Inclusions**
 -  **Included Services:** Ensure that any **complimentary services** or **promotions** included in the guest's package (e.g., breakfast, spa credits, free minibar) are properly reflected in the account. If a guest is entitled to free breakfast but it appears as a charge, the discrepancy must be addressed. If the guest has a voucher or special discount for certain services (e.g., spa or restaurant), verify that it's applied correctly.
 -  **Room Charges for Special Requests:** Check whether any additional requests made by the guest (e.g., extra pillows, late check-out, early check-in) are properly recorded and charged according to the hotel's policy.
- ✓ **Cross-Check for Discounts and Adjustments**
 -  **Discounts Applied:** If any discounts or loyalty program rewards are applicable,

ensure they are correctly applied to the guest's account. For example, verify if the guest used a **discount voucher** for meals or received a loyalty reward for their stay.

- ✚ **Compensation and Refunds:** If any charges are adjusted (e.g., for a complaint or service failure), ensure these adjustments are correctly recorded and the guest's account reflects the accurate, final balance.

✓ **Handle Discrepancies**

- ✚ **Investigate Discrepancies:** If discrepancies are found (e.g., an item in the minibar that the guest did not consume or an incorrect room service charge), investigate thoroughly. Check the **transaction log** or the system's **audit trail** to see when and by whom the charge was posted. Verify if the charge was accidental or if it was the result of a system error.

- ✚ **Guest Communication:** In case of a billing dispute, communicate with the guest politely to understand their concerns and provide clarification.

If the guest disputes a charge, the verification process should include offering a clear and transparent explanation, providing them with the evidence (e.g., receipts, logs), and making any necessary corrections to the account.

- ✚ **Adjust the Account:** If a charge is found to be erroneous, correct the guest's account and reissue a revised bill. Ensure the guest receives an updated and accurate invoice.

✓ **Final Verification Before Check-out**

- ✚ **Final Billing Review:** Before the guest checks out, review all consumptions once more to ensure everything is accurately listed. This is the final step in ensuring that no mistakes are present in the guest's account.

- ✚ **Prepare the Final Bill:** Once all consumption has been verified and reconciled, prepare the final bill that accurately reflects the total charges (including consumed items, additional services, and any adjustments). This bill should include:

A detailed breakdown of all charges (room, services, taxes, additional consumption). Any adjustments or discounts applied.

 **Final Approval:** Once the guest confirms that, the bill is correct, proceed with payment processing and finalize the check-out.

✓ **Post Check-out Verification**

 **Account Closure:** After check-out, ensure that no additional charges are applied to the guest's account.

 **Record Keeping:** Archive receipts, logs, and reports for future reference or audits. Proper documentation helps in resolving any post-check-out disputes or inquiries.

verification of posted payments in a hotel is a critical financial process that ensures all payments made by guests are accurately recorded and applied to their respective accounts. This process is essential to maintain the integrity of the hotel's financial records, ensure correct billing, and prevent discrepancies between the payment received and the guest account. The process involves cross-checking the payments made by guests (via various methods such as credit cards, cash, or checks) against the charges posted to their accounts and ensuring that the transactions are accurately recorded in the system.

• **Steps for Verification of Posted Payments**

✓ **Access Guest Folio:** Open the guest's account (folio) in the **Property Management System (PMS)**. The folio will list all the charges (room charges, food & beverage, spa services, etc.) and any payments that have been posted.

✓ **Payment Information:** Look at the list of **payments** or **deposits** posted to the guest's account, including:

 Prepayments

 Cash payments

 Credit card payments

 Third-party payments

 Voucher or gift card payments

✓ **Verify Payment Method and Amount**

✓ **Match Payment Amounts:** Ensure the amount of each posted payment matches the payment provided by the guest. For example: If a guest makes a payment of \$200, confirm that the system reflects this amount accurately.

✓ **Payment Method Verification:**

 **Cash Payments:** Verify that cash payments are correctly recorded in the system and match the amount received.

 **Credit Card Payments:** Confirm that credit card payments are properly processed and posted, ensuring the correct authorization is recorded in the system.

 **Check Payments:** If the guest paid by check, verify the check details, including the amount and check number, and confirm it was properly processed and cleared by the bank.

 **Online or Third-party Payments:** For payments made via third-party booking websites or travel agencies, ensure that the amount is properly reflected, and the payment has been recorded correctly.

✓ **Confirm Payment Posting Date and Time**

 **Transaction Date:** Check the **date and time** the payment was posted in the system. It should match the date the payment was actually made by the guest.

 **Payment Entry Date:** Ensure that the payment was entered into the system on the correct date and is reflected in the correct guest's account.

 **Reconcile Payments with Charges**

 **Match Payments to Charges:** Compare the total amount of payments with the charges incurred by the guest; Check that any **room charges, food & beverage, spa charges, or additional services** are covered by the payment posted. If the guest made multiple payments (e.g., part payment on arrival and the remainder at checkout), ensure the payments are applied to the correct charges.

✓ **Adjustments and Discounts:** If any **adjustments, discounts, or complimentary services** have been applied to the guest's account, ensure that these are reflected in the final payment amount and do not result in discrepancies.

✓ **Cross-check Payments with Payment Receipts or Documentation**

✓ **Receipts and Payment Logs:** Ensure that all payments are supported by valid **payment receipts or documentation:**

 **For cash payments, a receipt should have been issued, and the amount should match the folio entry.**

 **For credit card payments, verify that the correct amount was charged to the**

card and authorization was received.

-  **For third-party payments**, confirm that the payment was successfully processed and recorded in the hotel's PMS.

✓ **Investigate Any Discrepancies or Missing Payments**

-  **Missing Payments:** If a payment has not been posted correctly or is missing from the guest's account, investigate the reason. This could be due to:
 -  **Manual error:** The payment might not have been entered correctly into the system.
 -  **System error:** The PMS may not have properly processed the payment.
 -  **Payment hold:** There could be a delay in processing third-party payments or credit card authorizations.
 -  **Partial Payments:** If the payment was partial (e.g., a deposit), ensure that the outstanding balance is recorded correctly and that the guest is aware of it upon check-out.

✓ **Final Confirmation of Payment and Account Balance**

-  **Verify Total Balance:** Ensure that the total amount of payments applied is enough to cover the guest's outstanding balance. If the guest has overpaid, verify if any **refunds** or **credits** are due and make the necessary adjustments or If there is an outstanding balance, ensure that the guest is informed and that arrangements are made for final payment at check-out.

✓ **Document and Confirm Payment Reconciliation**

-  **Update Payment Records:** Once the payment has been verified and confirmed, update the guest's account in the system to ensure all payments are reflected correctly.

✓ **Provide Final Invoice:** Once all payments have been reconciled, generate a final invoice for the guest that includes a breakdown of:

-  Room charges
-  Taxes and fees
-  Service charges
-  Payments made
-  Outstanding balance (if any)

✓ **Handle Disputed Payments if any**

 **Investigate Disputes:** If the guest disputes a payment (e.g., claiming they were charged incorrectly), review the details of the charge and payment. Investigate using: Payment receipts or logs or Communication with the guest (e.g., emails or phone conversations)

 **Correct Errors:** If an error is found in the payment process, correct it immediately. This could involve; Reversing incorrect charges, Applying additional payments or Issuing a refund to the guest if necessary

✓ **End-of-Day or Night Audit Verification**

 **Reconcile Payments for the Day:** The **night auditor** typically performs a final check of all payments posted during the day. This includes reconciling the total payments against the revenue generated by the hotel and ensuring that all payments are correctly processed and recorded.

• **Approval of the Reconciliation Process in a Hotel**

The **approval of the reconciliation** process in a hotel is a critical step that ensures all financial activities—such as guest accounts, payments, charges, and adjustments—are accurately verified, reconciled, and authorized before finalizing the day's or period's financial records. This process ensures that the hotel's financial data is accurate, transparent, and compliant with accounting standards

✓ **Steps in the Approval of the Reconciliation Process**

Before the reconciliation can be approved, ensure that the following steps are fully completed:

 **Review Guest Folios:** Ensure that all charges, payments, adjustments, and refunds have been posted correctly to each guest's folio.

 **Check for Discrepancies:** All discrepancies (e.g., missing payments, incorrect charges) must be resolved and corrected.

 **Verify Posted Payments:** Confirm that all payments, whether made by cash, credit card, or other methods, have been accurately recorded and posted to the corresponding guest accounts.

 **Match Revenue with Transactions:** Ensure that all income (room charges, food and beverage sales, etc.) is recorded and aligned with the hotel's transaction

logs.

- ✚ **Ensure Correct Application of Taxes and Fees:** Double-check that the proper taxes, service fees, and any other charges have been applied according to local regulations.

✚ **Review by Night Auditor**

The **night auditor** typically performs the reconciliation process at the end of the day or shift. The night auditor verifies the accuracy of guest charges, payments, and adjustments, ensuring that all transactions are recorded in the Property Management System (PMS) and other related systems (e.g., Point of Sale systems, spa systems).

- ✚ **Cross-Check Charges:** The night auditor will compare all posted charges and payments for the day with their corresponding receipts and transaction logs.
- ✚ **Review Reports:** The auditor reviews various financial reports generated by the PMS, such as: Daily revenue report, Cash summary report, Guest balance report, Credit card settlement report and Any pending transactions or discrepancies
- ✚ **Verify Cash Drawer Balances:** For any cash transactions, the auditor will verify that the cash drawer balances with the recorded payments.

✚ **Review by Financial Manager or Senior Management**

After the night auditor has completed the initial reconciliation, the **financial manager**, **accounting manager** or another senior member of the hotel's management team must review the reconciliation for final approval. Their role is to ensure that everything is in order and that there are no discrepancies or issues with the hotel's finances.

- ✓ **Reconciliation of Revenue:** The financial manager ensures that the revenue from all departments (rooms, F&B, spa, etc.) matches the daily financial records.
 - ✓ **Check for Any Irregularities:** Senior management looks for signs of potential fraud, errors, or discrepancies that might indicate an issue with the hotel's financial practices.
 - ✓ **Ensure Compliance:** Management must verify that the reconciliation complies with hotel policies, legal regulations, and accounting standards.
- **Approval of the Reconciliation**

Once the review is complete, the reconciliation report is **approved** by the relevant authorities (night auditor, financial manager, or hotel manager). The approval process

ensures that:

- ✓ **All Charges and Payments are Accurate:** The final check confirms that every charge has been correctly recorded and every payment accurately posted to the guest's account.
- ✓ **All Adjustments and Discounts are Valid:** The review confirms that any adjustments (e.g., discounts, refunds, or corrections) are valid, appropriately applied, and recorded.
- ✓ **Financial Integrity is Maintained:** The process ensures that the hotel's financial records are accurate, preventing errors that could result in financial discrepancies or audits.

- **Generate Final Reports**

After approval, the final reconciliation reports are generated. These reports will summarize the financial status of the hotel for the period and include:

- ✓ **Daily Revenue Report:** A breakdown of revenue by department (rooms, food & beverage, other services).
- ✓ **Guest Account Summary:** An overview of all guest accounts, payments, charges, and adjustments for the day.
- ✓ **Cash Summary Report:** A report detailing cash transactions, including amounts collected and any discrepancies.
- ✓ **Bank Reconciliation Report:** A report that reconciles the hotel's actual bank deposits with the recorded transactions.

These reports are usually stored in the system for future reference and audit purposes.

- ✓ **Post-Approval Actions**

Once the reconciliation has been approved, several actions typically follow:

-  **Backup and Archiving:** All reports, transactions, and related documentation should be backed up and archived according to hotel policy for financial record-keeping.
-  **Communicate with Front Desk and Other Departments:** Any discrepancies, adjustments, or important findings should be communicated to the relevant departments to address any operational issues.



Proceed with Night Audit: If the approval is part of the nightly audit process, the auditor proceeds with closing the day's financial records, preparing for the next day's transactions, and opening a new day in the PMS.



Activity 2: Guided Practice



Task 13:

Read the following scenario and answer the questions provided:

Peter is a graduate in Food and beverage service. He is appointed to be a night auditor supervisor in Kigali Convention Center. One among the duties is to ensure the well running of the night auditor activities. Suppose that you are hired to support him.

- a) How can you perform guest consumption verification?
- b) How can you post payments?
- c) How can you apply and approve the reconciliation?



Activity 3: Application



Task 14:

Read the following statement, it is related to the collection of daily reports, and then perform the tasks described down.

Suppose that you are hired by T&T Hotel located in Rulindo District as a night auditor. Yet, you are not experienced on how to verify Guest consumption, verify posted payments and approve the reconciliation. To overcome this; you are required to

- a) Visit a five (5) star hotel located in Kinigi sector and ask a night auditor all information related to guest consumption verification, verification of posted payments and approval of reconciliation.
- b) Produce a visit report detailing the description as well as correction procedure of the said reports.



Formative Assessment

Read the following statement, they are related to hotel night audit arrangement and report collection then answer by circling the letter corresponding to the right answer.

1. What is the first step in reconciling guest accounts during a night audit?
 - a) Generating revenue reports
 - b) Verifying all financial transactions
 - c) Checking room occupancy
 - d) Printing guest folios
2. Which of the following must be verified when confirming a guest's hotel package?
 - a) The number of guests in the booking
 - b) The inclusions, such as meals or activities
 - c) The guest's preferred payment method
 - d) The guest's feedback on the package
3. Answer true or false to the following questions.
 - a) Verifying a guest's account before checkout ensures all charges are accurate and complete.
 - b) Payments made by guests can be verified by crosschecking their folio with receipts and transaction records.
 - c) The night auditor's primary role is to assist guests with checkout rather than verify guest accounts.
4. Fill-in-the-Blank Questions
 - a. The night audit report reconciles discrepancies between the Property Management System (PMS) and the System.
 - b. The final check confirms that every charge has been recorded and every paymentposted to the guest's account. (correctly, accurately)

5. A guest is checking out and discovers that charges for a spa treatment they did not use are on their bill. As Night Auditor officer, how can you resolve this issue to ensure that the guest is satisfied? To do this, you are requested to:
- a) Apologize for the inconvenience and assure the guest that the issue will be resolved promptly.
 - b) Verify the charge by cross-checking the guest's folio and spa service records to confirm whether the charge was made in error.
 - c) If the charge is found to be incorrect, remove it immediately from the bill and provide an updated invoice.
 - d) If needed, offer a goodwill gesture, such as a discount or complimentary service, to ensure guest satisfaction.
 - e) Document the incident for future reference and inform relevant departments to prevent similar errors



Points to Remember

- The approval of the reconciliation process is a crucial step in ensuring the financial health and integrity of the hotel. By confirming that all charges, payments, and adjustments are accurate and compliant with hotel policies, the hotel can maintain reliable financial records
- The approval of the reconciliation process in a hotel is a critical step that ensures all financial activities—such as guest accounts, payments, charges, and adjustments—are accurately verified, reconciled, and authorized before finalizing the day's or period's financial records.
- Verification of posted payments is a vital step in maintaining accurate financial records in a hotel. By ensuring that payments are correctly recorded, matched to the corresponding charges, and free of discrepancies, hotels can maintain proper accounting, avoid revenue losses, and provide clear billing to guests.



At the end of every unit trainee should:

1. Re-take the self-assessment they did at the beginning of the unit.
2. Fill in the table above and share results with the trainer for further guidance.
3. Fill in and complete the self-assessment table below to reassess your level of knowledge, skills, and attitudes after undertaking this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills, and attitudes acquisition during the learning process.
 - b. Think about yourself; do you think you have the knowledge, skills, or attitudes to do the task? How well?
 - c. Read the statements across the top, put a check-in a curriculum that best represents your level of knowledge, skills, and attitudes.

My Experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Verify hotel packages and guest account					
Reconcile guest account					
Verify guest consumption					
Verify posted payment					

My Experience	I do not	I know a	I have	I have a lot	I am
Knowledge, skills, and attitudes	have any experience doing this.	little about this.	some experience doing this.	of experience with this.	confident in my ability to do this.
Approve the reconciliation					
Explain guest account status					
Identify guest identification					
Describe banqueting services					
Explain the accommodation services					
Examine the restaurant services					
Explain hotel package guidelines					

Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 3: CARRY OUT NIGHT AUDIT ADMINISTRATIVE WORKS



Unit summary

This unit provides you with the knowledge, skills and attitudes required to prepare room revenue report, prepare food and beverage report, prepare banqueting report and prepare miscellaneous report.

Self-Assessment: Unit 3

Referring to the unit illustrations above, discuss the following:

1. What does the illustration show?
2. Based on the illustration, what topics do you think will be covered under this unit.

Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this unit.

- a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
- b. Think about yourself: Do you think you have the knowledge, skills or attitudes to do the task? How well?
- c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

4. At the end of this Outcome, you will assess yourself again.

My Experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Prepare room revenue report					
Prepare food and beverage report					
Prepare banqueting report					
Prepare					

My Experience	I do not	I know a	I have	I have a lot	I am
Knowledge, skills, and attitudes	have any experience doing this.	little about this.	some experience doing this.	of experience with this.	confident in my ability to do this.
miscellaneous report					
Describe in house report					
Explain walk ins reports					
Explain breakfast report					
Identify laundry report					
Differentiate indoor and outdoor report					



Key Competencies:

Knowledge	Skills	Attitudes
- Classify in house and walk ins reports - Describe the Spa and swimming pool report - Identify the banqueting reports	- Differentiate in house and walk ins reports - Prepare room revenue - Prepare food and beverage reports - Prepare banqueting and miscellaneous reports.	- Being mindful while preparing room revenue - Being conscious while preparing food and beverage reports - Pay attention to details while identifying banqueting reports



Discovery activity



Task 15:

Read the following scenario and answer the questions provided

Golden House Hotel, opened a branch in Nyabihu district and you are hired to work as Night audit within one year with the purpose of improving this departmental service.

- What are the reports to be prepared under room revenue report?
- Identify the reports to be prepared under banqueting report.
- What are the reports needed to be prepared under banqueting reports?
- How do you think banqueting report differ from miscellaneous reports?

Topic 3.1: Preparation of room revenue report



Activity 1: Problem Solving



Task 16:

Read the following scenario and answer the questions provided

One hotel which is in need of improving Night auditor service hired you to work with them within a period of three year. As a professional in Night auditor service answer the following questions:

- What do you understand by term room revenue?
- What is the information to be recorded in accommodation reports?
- What is the information needed for breakfast reporting?
- How can you prepare Laundry report?

Key Facts 3.1: Preparation of room revenue report

Room Revenue refers to the income generated by a hotel or lodging property from selling guest rooms over a specific period. It is one of the primary sources of revenue for hotels and is calculated based on the room rates charged to guests. It could be structured, including key components like Accommodation, Breakfast, and Laundry.

• Room Revenue Report Template

Category	Details	Revenue (in RWF or \$)
Accommodation	Revenue from room bookings, including nightly rates and upgrades.	[\$[Enter Amount]]
Breakfast	Charges for breakfast, including packages or à la carte options.	[\$[Enter Amount]]
Laundry	Revenue from laundry services, such as dry cleaning or guest laundry.	[\$[Enter Amount]]

Total Revenue	Sum of all the categories above.	[\$Total Amount]
---------------	----------------------------------	------------------

- **Steps to Prepare the Report**

- ✓ **Gather Data:**

-  Collect revenue details from the Property Management System (PMS).

-  Ensure all transactions for the day are accurately recorded.

- ✓ **Categorize Revenue:**

-  Separate income by category: accommodation, breakfast, laundry, and other services.

- ✓ **Reconcile Discrepancies:**

-  Verify that the figures in the PMS match the Point-of-Sale (POS) system and other records.

- ✓ **Generate Report:**

-  Compile data into a structured format for management review.

-  Highlight trends or significant variances compared to previous days.

Note: When Preparing room revenue reports you may refer to report generated from Accommodation, breakfast and Laundry. Here is a detailed **Accommodation Revenue Report** template, focusing solely on accommodation-related revenue:

- **Accommodation Revenue Report**

Date	Room Type	Number of Rooms Sold	Average Daily Rate (ADR)	Revenue (in \$)
[Insert Date]	Standard Room	[X]	[\$X]	[\$X]
[Insert Date]	Deluxe Room	[X]	[\$X]	[\$X]
[Insert Date]	Suite	[X]	[\$X]	[\$X]
Total		[Total Rooms Sold]	[\$Overall ADR]	[\$Total Revenue]

Key Metrics to Include

1. Occupancy Rate:

$$\text{Occupancy Rate (\%)} = \left(\frac{\text{Rooms Sold}}{\text{Total Available Rooms}} \right) \times 100$$

2. Average Daily Rate (ADR):

$$\text{ADR} = \frac{\text{Total Room Revenue}}{\text{Rooms Sold}}$$

3. Revenue Per Available Room (RevPAR):

$$\text{RevPAR} = \frac{\text{Total Room Revenue}}{\text{Total Available Rooms}}$$

- **Accommodation report preparation procedure**

- ✓ **Collect Room Sales Data:**

- Extract the number of rooms sold, room types, and rates from the Property Management System (PMS).

- ✓ **Calculate Revenue:**

- Multiply the number of rooms sold by the respective rates to calculate total revenue for each room type.

- ✓ **Compute Key Metrics:**

- Use the formulas above to calculate ADR, Occupancy Rate, and RevPAR.

- ✓ **Generate Report:**

- Present the data in a clear tabular format for daily, weekly, or monthly review.

- ✓ **Analyze Trends:**

- Compare performance to previous periods and identify trends or areas for improvement.

- **Breakfast Revenue Report template**

Date	Breakfast Type	Number of Guests Served	Rate per Guest (in \$)	Revenue (in \$)
[Insert Date]	Continental Breakfast	[X]	[\$X]	[\$X]
[Insert Date]	Full English Breakfast	[X]	[\$X]	[\$X]

[Insert Date]	Buffet Breakfast	[X]	\$(X)	\$(X)
Total		[Total Guests Served]		\$(Total Revenue)

Key Metrics to Include

1. Average Spend Per Guest:

$$\text{Average Spend Per Guest} = \frac{\text{Total Breakfast Revenue}}{\text{Number of Guests Served}}$$

2. Breakfast Participation Rate:

$$\text{Participation Rate (\%)} = \left(\frac{\text{Guests Who Had Breakfast}}{\text{Total Occupied Rooms}} \right) \times 100$$

• Breakfast report prepare procedure

✓ Collect Data:

-  Gather information on the number of guests who had breakfast, categorized by type (e.g., à la carte, buffet).
-  Retrieve rates and total revenue from the Point-of-Sale (POS) system or PMS.

✓ Categorize Revenue:

-  Break down breakfast revenue by type (e.g., Continental, Buffet).

✓ Calculate Metrics:

-  Compute the total revenue and average spend per guest.
-  Determine the breakfast participation rate based on occupied rooms.

✓ Generate Report:

-  Compile the data into a clear table for management review.

✓ Analyze Trends:

-  Compare daily or weekly performance to identify popular breakfast types or peak days.



Activity 2: Guided Practice



Task 17:

Read the following scenario and answer the questions provided

Suppose that you are night auditor at XXX hotel and you have just arrived at your shift during the night. The hotel is busy making check out for five (5) guests who stayed in a hotel for 3 days. On day one they all consumed continental breakfast, on day two they all consumed Full English breakfast and on day three which is their last day of stay they all consumed Buffet breakfast. Based on the information from XXX Hotel continental breakfast is costing 50\$ per person, Full English breakfast is costing 60\$ per person while Buffet breakfast is costing 70\$ per each person. In addition to breakfast they consumed, two guests among the five have accommodated in one twin room which cost 100\$ per night, and the remaining 3 guests have been accommodated in a single room per each guest, which cost 90\$ per night.

- What are the steps to prepare breakfast and accommodation report?
- Calculate the accommodation consumptions then make a report.
- Calculate the breakfast consumptions then make a report.



Activity 3: Application



Task 18:

You are now employed as a night auditor at Amashyuza hot spring Hotel, and one among your responsibility is to provide room revenue reports. Yet you are not experienced enough to provide it. Visit a 4-5 hotel surrounding your area, then ask a night auditor to show and guide you on how to calculate the consumption. In addition to this, make an accommodation report, breakfast report and Laundry report related to consumptions.

Topic 3.2: Preparation of food and beverage report



Activity 1: Problem Solving



Task 19:

Read the following statement and answer the provided questions:

You are working as a full time worker in TOM Hotel in Musanze District. This hotel is a hotel with the aims of selling food and beverage products. While you are on duty, you receive 2 guests who are coming for resting in your hotel for two nights. They will need to consumes food and beverage, and be accommodated in twin room. Today, you also recive an other two guests who come to you without booking and they are going to make a meeting from 8:00 AM to 4:00 PM, then they return back home. During this meeting you will give them, food and beverage, and meeting facilities.

1. In hospitality context; what is Food and beverage product?
2. What do you understand by in house report?
3. What are the element of Outdoor report?

Key Facts 3.2: Preparation of food and beverage report

A Food and Beverage (F&B) report summarizes revenue, sales, and customer data related to food and beverage services in a hospitality establishment. It includes information on both in-house and walk-in customers. Here's how to prepare such a report:

- **Key Sections of the Report:**

- ✓ **Basic Information:**

-  Date: [Insert Date or Reporting Period]
-  Location: [Name of Restaurant/Hotel/Outlet]
-  Prepared by: [Name/Role of Preparer]

- ✓ **Revenue Breakdown:**

Category	In-House Revenue (\$)	Walk-In Revenue (\$)	Total Revenue (\$)
Food Sales	[X]	[X]	[X]
Beverage Sales	[X]	[X]	[X]
Other Services	[X]	[X]	[X]
Total	[X]	[X]	[X]

✓ **Customer Statistics:**

 **In-House Guests:** [Number of in-house guests served]

 **Walk-In Customers:** [Number of walk-ins served]

✓ **Average Spend Per Customer:**

$$\text{Average Spend} = \frac{\text{Total Revenue}}{\text{Total Number of Customers}}$$

✓ **Top-Selling Items:**

 Food: [List top-selling dishes]

 Beverages: [List top-selling drinks]

✓ **Operational Notes:**

 Peak hours of service: [Insert peak times]

 Special promotions or events: [Insert details, if any]

 Feedback or customer reviews: [Insert summary of key feedback]

✓ **Steps to Prepare the Report:**

 Data Collection:

Gather sales data from the Point of Sale (POS) system. Separate revenue into **in-house** and **walk-in** categories.

 Categorize Revenue:

Divide sales into food, beverages, and other categories. Calculate totals for each category.

 Analyze Customer Trends:

Identify the number of in-house and walk-in customers. Calculate average spend per customer and note peak service times.

 Compile Observations:

Highlight top-performing items and customer preferences. Include any operational challenges or successes.

Present the Report:

Use tables and charts for clear visualization of data. Provide actionable insights for improving F&B services.

- **Difference Between In-House and Walk-In Reports**

Aspect	In-House Reports	Walk-In Reports
Definition	Tracks food and beverage (F&B) sales generated by in-house guests staying at the hotel.	Tracks F&B sales from customers who visit the establishment but are not staying at the hotel.
Customer Type	Guests staying at the hotel who use F&B services (e.g., room service, hotel restaurants).	Non-resident customers who come directly to the restaurant, bar, or café.
Revenue Source	Includes charges billed to guest rooms or paid directly by in-house guests.	Includes payments made directly at the outlet by walk-in customers.
Tracking Method	Linked to the hotel's Property Management System (PMS) or guest account.	Recorded through the Point of Sale (POS) system without linking to a guest room.
Purpose	Helps assess F&B revenue contribution from hotel guests.	Helps evaluate the performance of the outlet in attracting external customers.
Reporting Focus	Focuses on revenue trends from hotel guests, package inclusions, or room service.	Focuses on sales trends, foot traffic, and popular items among non-resident customers.
Examples of Services	Room service, breakfast packages, in-house dining.	Casual dining, bar service, events, or takeaway orders.



Activity 2: Guided Practice



Task 20:

Read the following scenario and answer the questions provided:

Amani Hotel recruited you to be the Night auditor staff in Two years based contract. One among the key responsibility to put into priority is to prepare food and beverage expenditure report. Now, for your information the hotel has treceived a group of 20 people who come to celebrate a Birthday party of one among them. They are served African tea at 20\$ as total amount , beef stroganoff at 30 \$ as total dishes, 1 carton of red whine at 40\$, 1 carton of white wine at 40\$, birthday cake at 50\$. Prepare food and beverage report.



Activity 3: Application



Task 21:

Read the following statement, it is preparation of room revenue report, and then performs the task described down.

Yesterday, Amani hotel has received 10 guests who spent one night in the meeting. During the meeting, you served them a buffet at 15\$ per plate. Then also they have taken some drinks like J &B at 50\$, white wine at 40\$ and red wine at 40\$. For better workshop running you rent them conference facilities at 100\$. Prepare the in-house hotel report for Amani hotel.

Topic 3.3: Preparation of banqueting report



Activity 1: Problem Solving



Task 22:

Read the following statement and answer the provided questions:

You are hired to work as full time worker in THORIUM Hotel in Musanze district as a night auditor Manager. One among your responsibility is to make night auditor report. Today in this hotel, you are going to receive a group of guests who are coming for a company meeting.

- What is banqueting reports?
- How can you differentiate indoor and outdoor banqueting reports?
- How can you make banqueting report?

Key Facts 3.3: Preparation of banqueting report

A **banqueting report** provides an overview of events, revenue, and customer details related to banquet services. It includes information on both **indoor** and **outdoor** events, helping management analyze performance and plan for future events

- **Key Sections of the Report**

- ✓ **Basic Information:**

- 📅 **Date:** [Insert Reporting Date or Period]

- 📍 **Venue Details:** [Hotel/Facility Name]

- 👤 **Prepared by:** [Name/Role of Preparer]

- ✓ **Event Overview:**

Category	Indoor Events	Outdoor Events	Total
Number of Events	[X]	[X]	[X]
Total Guests	[X]	[X]	[X]
Revenue (\$)	[X]	[X]	[X]

 Revenue Breakdown:

Service Type	Indoor Revenue (\$)	Outdoor Revenue (\$)	Total Revenue (\$)
Food and Beverage	[X]	[X]	[X]
Venue Charges	[X]	[X]	[X]
Additional Services	[X]	[X]	[X]
Total Revenue	[X]	[X]	[X]

 Event Types:

- ✓ **Indoor Events:** [e.g., Weddings, Corporate Meetings, Seminars]
- ✓ **Outdoor Events:** [e.g., Garden Parties, Poolside Reception, Open-Air Concerts]

• **Report prepare procedure**

✓ **Data Collection:**

Gather event data, including guest counts, revenue, and service types, from the event management system.

Separate data into **indoor** and **outdoor** categories.

✓ **Categorize Revenue:**

Break down revenue into food and beverage, venue charges, and additional services (e.g., decorations, AV equipment).

✓ **Analyze Event Trends:**

Identify popular event types and peak booking times.

✓ **Compile Observations:**

Highlight key successes and challenges.

✓ **Present the Report:**

Use tables, charts, and graphs for clear visualization of data.

- **Difference between Indoor and Outdoor Events**

Aspect	Indoor Events	Outdoor Events
Location	Held within enclosed spaces such as banquet halls, conference rooms, or ballrooms.	Held in open-air spaces like gardens, terraces, beaches, or poolside areas.
Weather Dependency	Not affected by weather conditions; offers controlled environments.	Highly dependent on weather; may require contingency plans for rain or extreme conditions.
Setup Requirements	Focuses on interior decor, lighting, and AV equipment.	Requires outdoor-specific setups like tents, marquees, heaters, or cooling systems.
Capacity	Limited by the size of the indoor space and fire safety regulations.	Typically allows for larger gatherings, depending on the available outdoor area.
Ambiance	Formal and structured, suitable for corporate events, weddings, and galas.	Casual, scenic, and versatile, ideal for garden parties, receptions, and festivals.
Noise Considerations	Enclosed space minimizes external noise and sound disturbances.	Open space may experience noise interference from the surroundings.
Lighting	Artificial lighting is critical and customizable.	Natural lighting is a key feature, with supplemental lighting for evening events.
Cost Implications	May involve higher costs for venue rental and decor.	May require additional expenses for weatherproofing, generators, and portable facilities.
Event Types	Conferences, formal dinners, indoor weddings, seminars.	Garden weddings, outdoor concerts, poolside parties, open-air exhibitions.
Guest Experience	Offers a controlled and predictable environment.	Provides a unique and memorable experience, often with scenic views.



Activity 2: Guided Practice



Task 23:

Read the following scenario and answer the questions provided:

AVOGAS Hotel recruited you to be the Night auditor staff in high seasons. Your key responsibility is to make night auditor report. Today you received a big event of wedding where you received 100 people coming to attend for the wedding. Below are the services you provided to them. Buffet services at 300\$, beverages they consumed at 200\$, photoshoot at 50\$, swimming pool service at 30\$, transport services at 30\$ and children care at 30\$.

- a) Step by step explain how you can prepare indoor and outdoor report.
- b) Prepare indoor and outdoor report.



Activity 3: Application



Task 24:

Read the following statement, it is preparation of banquet report, and then perform the tasks described down.

You are invited by THORIUM hotel as consultancy that may help them to make banquet report in this hotel, as THORIUM hotel is a Meeting Incentive Conference and Exhibition (MICE) based hotel. This hotel is selected among the hotels which has received and hosted 100 guests who come in Tour du Rwanda cycling event for two days. Day one they consumed food at 300\$, beverages at 200\$, massages services at 70\$, sauna at 50\$, and swimming pool services at 50\$. All the consumables are sold in package. On the second day, they consume the same. Prepare a banquet report.

Topic 3.4: Preparation Miscellaneous reports



Activity 1: Problem Solving



Task 25:

Read the following statement and answer the provided questions:

Golden hotel located at Muhanga district recruited you as Night auditor manager during high season. With your expertise you will be in charge of making night auditor reports.

- How can you differentiate between the Spa and swimming pool report?
- What should be the content of Swimming pool report.
- How can you proceed in generating a miscellaneous report?

Key Facts 3.4: Preparation of banqueting report

As a **Night Auditor**, preparing miscellaneous reports for facilities such as the spa, swimming pool, business center, gym, and others involves gathering and analyzing relevant data during your shift. Here's how you can approach it for each area:

- **Spa**
 - ✓ **Review Daily Transactions:**
 - 📊 Verify spa service sales and ensure they match with guest folios.
 - 📊 Check for discrepancies in billing or payments.
 - ✓ **Monitor Appointment Logs:**
 - 📊 Review the appointment schedule to confirm all services were delivered.
 - ✓ **Analyze Guest Feedback:**
 - 📊 Note any complaints or compliments recorded during the day.
 - ✓ **Inventory Check:**
 - 📊 Confirm stock levels for consumables (e.g., oils, towels) and flag shortages.
- ✓ **Swimming Pool**
 - 📊 **Safety and Maintenance Logs:**

Review daily water quality tests (e.g., pH and chlorine levels). Ensure lifeguard logs are complete and up-to-date.

 Guest Usage:

Record the number of guests who accessed the pool.

 Incident Reports:

Check for any incidents reported (e.g., injuries or safety issues).

✓ **Business Center**

A Business Center is a physical location that provides temporary office solutions for all types of entrepreneurs and organizations. These spaces offer private or shared office solutions, with reception, courier, cleaning, security, internet and copy services usually also available

✓ **Business center report making**

 Usage Logs:

Verify guest usage of computers, printers, and other facilities.

 Equipment Functionality:

Check maintenance logs for reported issues.

 Revenue Summary:

Reconcile charges for printing, copying, or other paid services.

✓ **Gym**

 Guest Usage:

Record the number of guests who accessed the gym.

 Equipment Logs:

Review maintenance logs for any flagged equipment issues.

 Sanitation and Supplies:

Confirm cleaning records and availability of supplies like towels and sanitizers

✓ **Others (Observations)**

 General Observations:

Note unusual activities or areas needing attention (e.g., lighting, cleanliness).

 Security Checks:

Document findings from your routine property rounds.



Lost and Found:

Record any items found during your shift.

✓ **Assisting guest**

Here's how a **Night Auditor** can assist guests with late check-ins, late check-outs, and inquiries:

✓ **Late Check-In**



Welcome and Greeting:

Offer a warm and professional greeting, regardless of the time.

Provide information about hotel amenities available during the night (e.g., room service, 24-hour desk).



Efficient Check-In Process:

Verify the guest's reservation and ID.

Process payment and provide room keycards.

Share directions to the room and offer assistance with luggage if needed.



Special Requests:

Address any pre-arranged requests, such as extra pillows or late-night meals.

✓ **Late Check-Out**



Policy Explanation:

Inform guests of the late check-out policy, including any additional fees.



Approval and Coordination:

Check availability with the reservation system to ensure the room isn't booked for early arrivals. Confirm approval and update the system with the new check-out time.



Guest Communication:

Provide a confirmation of the extended checkout and offer assistance with luggage or transportation.

✓ **Handling Inquiries**



Local Area Information:

Assist with directions, local attractions, or nearby restaurants. Provide maps,

brochures, or recommendations.



Hotel Services:

Answer questions about hotel amenities, operating hours, and policies.

Arrange for special services, such as wake-up calls or room service.



Technical Assistance:

Help guests connect to Wi-Fi or resolve minor issues with room facilities.



Escalation:

For complex inquiries or complaints, note details and escalate to the relevant department or manager.



Activity 2: Guided Practice



Task 26:

Read the following scenario and answer the questions provided:

Muhire an upcoming entrepreneur has a 4 start hotel, which is Business tourism based Hotel. He hired you to work on the Front office department in the office of night auditor. Now you receive 10 people who come for gym services. Each person will be charged 15\$, an other group of 5 customers come with a need of Spa service. Each person will be charged 18\$, and the same customers who made spa services will use swimming pool where also each guest will pay 30\$. In the business center you have a guest who is making a printing serices at 60\$, and he need internet services where he will be charged 10\$. Now make a reports (Spa, Swimming pool, Business center and Gym reports)



Activity 3: Application



Task 27:

Read the following statement, it is preparation of Miscellaneous reports, and then performs the tasks described down.

XX Hotel group hired you as an expert in the department of Night auditor department. This hotel as an operational Night Auditor services and they need you to be part of the team. As they need high quality services you need to bring an innovation, in preparation of miscellaneous report. Now you have given the following data related to the services sold yesterday in XX Hotel. 20 guests have consumed the Spa services at 140\$, swimming pool services at 34\$, and they used business center services at the following cost: Printing 20\$, photocopying at 15\$, and secretarial services at 50%. Prepare a miscellaneous report.



Formative Assessment

Read the following statement, they are related to hotel night audit arrangement and report collection then answer by circling the letter corresponding to the right answer.

1. What should be reviewed to ensure the swimming pool is safe for guests?
 - a) Guest usage logs
 - b) Water quality test results
 - c) Incident reports
 - d) All of the above

2. Which of the following is part of the business center report-making process?
 - a) Verify guest usage of equipment
 - b) Review the hotel's security system
 - c) Check maintenance logs for pool equipment

- d) Reconcile charges for spa services
3. You are a night auditor in Kivu Serena Hotel.
- a) Analyze the importance of maintaining accurate logs for the swimming pool, gym, and business center.
- b) How do these logs contribute to the overall guest experience and safety?
4. Read the following statement, it is related to night auditor, answer by true if the statement is right or false otherwise.
- a) The Night Auditor is responsible for ensuring that spa service sales match guest folios and checking for billing discrepancies.
- b) A Night Auditor must check maintenance logs for both gym equipment and swimming pool safety.
- c) The Business Center report includes reconciling charges for services like printing and copying.



Points to Remember

- A Business Center is a physical location that provides temporary office solutions for all types of entrepreneurs and organizations. These spaces offer private or shared office solutions, with reception, courier, cleaning, security, internet and copy services usually also available.
- For a Night Auditor, preparing miscellaneous reports involves reviewing specific data related to various hotel facilities and services during their shift, ensuring that everything is properly documented and any discrepancies are noted. These reports can include information about the spa, swimming pool, business center, gym, and general observations
- The preparation of miscellaneous reports is essential for ensuring that all hotel facilities and services are running efficiently, addressing any issues promptly, and maintaining a record of the hotel's operations.



At the end of every unit trainee should:

1. Re-take the self-assessment they did at the beginning of the unit.
2. Fill in the table above and share results with the trainer for further guidance.
3. Fill in and complete the self-assessment table below to reassess your level of knowledge, skills, and attitudes after undertaking this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills, and attitudes acquisition during the learning process.
 - b. Think about yourself; do you think you have the knowledge, skills, or attitudes to do the task? How well?
 - c. Read the statements across the top, put a check-in a curriculum that best represents your level of knowledge, skills, and attitudes.

My Experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Prepare room revenue report					
Prepare food and beverage report					
Prepare banqueting report					

My Experience	I do not	I know a	I have	I have a lot	I am
Knowledge, skills, and attitudes	have any experience doing this.	little about this.	some experience doing this.	of experience with this.	confident in my ability to do this.
Prepare miscellaneous report					
Describe in house report					
Explain walk ins reports					
Explain breakfast report					
Identify laundry report					
Differentiate indoor and outdoor report					

Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

Summative assessment

Integrated situation

Positivo hotel is five-star hotel located in Kigali city, Gasabo District, Kimironko Sector. In last two weeks, the hotel hosted 12 guests who came from different corners of the world, the four of them were VIPs where as two of them were allergic with red onions and red meat. Guests were served a variety of dishes, including:

- **Breakfast:** Omelets, pancakes, fresh fruit platters, pastries, yogurt, cereals, and a selection of bread with butter and jam. At 80\$ per person
- **Lunch and Dinner:** A rotating menu featuring grilled chicken, beef steak, fish fillet, pasta dishes, mixed vegetable platters, rice, and potato-based sides. Salads and soups were also available. At 100\$ per person.
- **For Beverage Options** Soft drinks, fresh juices, bottled water, coffee, tea, and a selection of wines and spirits for VIP guests. At 50 \$ per person as a package.

For the two guests allergic to red onions and red meat, alternative dishes were provided:

Breakfast: Protein sources: Grilled chicken, fish fillet, and plant-based protein options such as lentils and chickpeas. At 30\$ per person

Lunch and Dinner: Salads and side dishes: Red onion-free salads with fresh greens, avocado, cucumber, and carrots. At 50\$ per person

Soups and sauces: Tomato-free and onion-free soups were prepared upon request. At 20\$ per person.

- **Beverages:** Fresh fruit juices, herbal teas, and dairy-free milk alternatives. At 25 \$ per person. The booking was for 5 days on American meal plan including conference hall. The management of Positivo hotel is requesting you as an expert in night auditing to:
 - Verify the VIP's guest accounts in accordance with their booking (in 30minutes)
 - Reconcile those VIP's guest accounts refer to the verification done (in 30 minutes)
 - Prepare a monthly summary sales report refer to the given information (in 1 hour)

Tasks: You are required to perform the above-mentioned activities within 2 hours

1. To collect needed information
2. To verify hotel rate

3. To reconcile VIP's accounts
4. To prepare a monthly summary sales report

Resources

Tools	Pens, stapler, stapling machine
Equipment	Computer, Printer, Scanner
Materials/ Consumables	Paper, internet connection, PMS

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