



## The Implementation of Night Audit Staff Job Description to Support Hotel Daily Operational Continuity at 3-Star Hotel in Solo Area

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### Abstract

*Night Audit is one of the essential sections in the Front Office Department. Night Audit plays a crucial role in the daily transaction recap process and the daily operational evaluation of the hotel. Hence, a clear understanding of the job description is highly essential for Night Audit staff. This study aims to investigate the impact of implementing job descriptions for Night Audit staff on daily operational continuity at Hotel Neo Gading Solo. This research employed a descriptive qualitative approach, with data collection techniques including observation, interviews, documentation, and literature study. Observations were conducted for six months in the Front Office Department, particularly in the Night Audit section, at Neo Gading Solo Hotel. The researchers also conducted in-depth interviews with one Front Office Assistant Manager and two Night Audit staff to obtain primary data. Meanwhile, secondary data was obtained through documentation and literature from recent research articles. The research findings indicate that Hotel Neo Gading Solo has implemented the job description as outlined in this report. With a well-structured and well-understood job description, the workflow becomes more systematic, efficient, and helps minimize reporting errors. This study concludes that the proper implementation of the job description for the Night Audit position significantly contributes to supporting the overall operational efficiency of the hotel.*

**Keywords:** Hotel Operation, Job Description, Night Audit, Front Office.

### 1. Introduction

Hotel is a commercially managed building that offers accommodation to the general public with satisfactory service [1]. Generally, a hotel has an operational department where employees interact directly with guests to ensure guest satisfaction, called the Front Office Department. The Front Office is the hotel team that serves guests from reservation, arrival, to departure. They handle check-in, check-out, guest requests, payments, and coordination with other departments. In other words, the Front Office is the face of the hotel that ensures guests are treated professionally and are satisfied during their stay [2]. The Front Office Department consists of several sections. One of the essential sections is Night Audit. Night Audit is a section that plays a crucial role since



it is responsible for summarizing all hotel revenues for that day. The Night Audit staff is required to understand the job description, its implementation, and the issues that Night Audit staff often encounter during operations. This can provide valuable experience, particularly in Night Audit, to help create an effective Night Audit report. It is obvious that the Night Audit has a significant impact on hotel profits [3]. Night Audit is responsible for the accuracy and precision of sales data entry throughout the day. Night Audit plays a crucial role in a hotel, as this department collaborates with Income Audit during the monitoring and evaluation of hotel revenue.

In this research, the researchers focused on reviewing the performance of a Night Audit based on the implementation of the Job Description in preparing the night audit report. On the other hand, several errors were still found, for example, reservation vouchers from online travel agents do not match the reservations input into the hotel system. These errors include discrepancies in market segments, room rates, and breakdown rates such as breakfast, lunch, dinner, and laundry services between the vouchers and the hotel system. To review the factors causing these errors, a hotel requires a Night Audit to minimize such mistakes. Therefore, the researchers intended to find out the job descriptions of Night Audit Staff, examine the implementation of job descriptions carried out by Night Audit staff, and reveal the problems encountered by Night Audit Staff when carrying out their job descriptions during daily operations. The researchers focused on a 3-star hotel in Solo area, particularly Hotel NEO Gading Solo. The researchers chose Hotel NEO Gading Solo as the research location because this hotel demonstrates good performance quality, especially in the Front Office. This provides an opportunity to explore the process of creating an effective Night Audit report.

Previous study about Night Audit Operations entitled "Work Effectiveness of Night Audit in Front Office Department." This study discusses the work effectiveness of Night Audit in the Front Office department of a 4-star hotel in Seminyak, Bali. Data was collected through observation, documentation, and interviews, using qualitative descriptive techniques. The purposes of this study are to analyze the performance of Night Auditors and identify steps to improve their work effectiveness [4]. In conclusion, this research provides valuable insights into the importance of the work effectiveness of Night Audit in the hospitality industry and steps to improve its performance. The similarity is that both discuss Night Audit. The difference lies in the research method, where the previous research did not use a literature study, while this study uses a literature study as one of its methods.



The second previous study, entitled “Effectiveness and efficiency analysis of Night Audit Function Toward Internal Control at Hotel WO Surabaya”. This previous study discusses the analysis of the effectiveness and efficiency of the Night Audit function on internal control at Hotel WO Surabaya. It explores the effectiveness and efficiency of the Night Audit function on internal control at Hotel WO Surabaya. This research emphasizes the important role of Night Audit in ensuring hotel operations continuity, using qualitative research methods through structured and semi-structured interviews and observation [5]. The similarity with this study is that both discuss Night Audit, while the difference lies in the method—the previous journal did not use a literature study, whereas this study did.

Neither of the previous studies has described the entire job description, but they have only directly addressed the issues in the Night Audit Section. This research explored the entire job description points of the Night Audit Section, as the basis of interviews, and to support the analysis of Night Audit operations, including the issues found during operations. Previous studies have generally only highlighted job descriptions as administrative guidelines without discussing their relationship to operational effectiveness or technical constraints in the field. The advantage of these studies is that they provide a clear picture of the division of tasks, but their disadvantage is that they do not pay enough attention to the role of night audits in minimizing data errors, such as discrepancies between reservations made through online travel agents and hotel systems. To address this gap, this study proposes the concept of implementing job descriptions as a quality control tool that not only ensures the accuracy of transaction reports but also strengthens interdepartmental coordination and supports improvements in hotel service quality.

Based on the background and problem statement presented, the researchers’ objective in conducting this research is to gain an in-depth understanding of the job description of Night Audit staff at Hotel NEO Gading Solo, review how it supports hotel operations, and identify problems that often arise when Night Audit staff perform their duties. With the achievement of these objectives, it is hoped that this research will provide a clear picture of the important role of Night Audit in supporting the smooth operation and quality of hotel services.



## 2. Method

To address the existing problem formulation, the researchers conducted several research methods. This data collection method explains the methods/techniques used to obtain and collect data and information for analysis.

### 1. Observation

Observation technique is the first method used in scientific research, involving the selection, recording, and coding of behaviors and structures related to organisms, in accordance with empirical objectives. Selection indicates that the scientific observer edits and focuses their observations directly or indirectly. Recording is the effort to document events using field notes. Coding refers to the process of simplifying records through data reduction methods [6]. In this case, the author conducted observations over a period of six months from October 2024 to March 2025 through observation at the NEO Gading Solo Hotel.

### 2. Documentation

Data collection techniques using documentation are data collection techniques that are taken from documents or records of events that have already occurred. Documentation is no less important than other methods, as it involves seeking data on matters or variables in the form of records, transcripts, books, newspapers, achievements, meeting minutes, ledgers, agendas, and so on. It can be said that the documentation method is a method of data collection through written sources [7]. The researchers used references or sources through documentation in the form of images or photos, or videos of several documents from the Front Office Department of Hotel NEO Gading Solo. Furthermore, the researchers took documents from another department, the Accounting Department. Documents from the Accounting Department are required to support the analysis, considering that both departments are interrelated in daily operations, particularly in transaction recapitulation and evaluation.

### 3. Literature Review

Literature review is a research method aimed at understanding reality through inductive reasoning. In this research, the researcher is involved in the situation or environment of the phenomenon being studied. The researcher is required to always focus on the facts of the events within the context of the research [8]. In conducting this study, the researchers employed the literature review method to strengthen the analysis.



#### 4. Interviews

Interviews involve obtaining information by asking respondents questions directly or indirectly. Interviews are one of the most important parts of any survey; without interviews, researchers would lose information that can only be obtained by asking respondents directly. This type of data is the backbone of survey research. Interviews are conversations conducted with specific aims and objectives. It is a conversation between two parties: the interviewer who asks questions and the interviewee who answers the interviewer's questions [9]. The author conducted direct interviews with one Assistant Front Office Manager and two Night Audit Staff at Hotel NEO Gading Solo. Interviews with staff are needed to obtain the implementation of job descriptions, while an interview with the Assistant Front Office Manager is required to validate the job descriptions carried out by the staff.

### 3. Result and Discussion

#### 3.1. Job Description for Night Audit Staff at Hotel NEO Gading Solo

Based on the direct observation at the hotel, it reveals that there are 18 points of job descriptions that are required to be carried out by Night Audit Staff. The following is a description of the job description for Night Audit Staff at Hotel NEO Gading Solo:

1. Prepare all Night Audit documents to be checked
2. Check the handover from the previous shift to ensure it has been followed up
3. Check all closing transactions of the cashier per shift
4. Check all guest data to ensure it is filled out correctly
5. Check reservation rates from personal reservations, group reservations, and online travel agent reservations to ensure they are accurate
6. Check the breakdown of group reservation rates to ensure they align with the Group Event Order
7. Check and correct reservation market segments
8. Perform settlement for all Electronic Data Capture (EDC)
9. Double-check rates and cashier closings to ensure they are correct
10. Run the system/close the day system
11. Send revenue, invoice, and payment registration files to the Accounting Department
12. Print the Daily Revenue Report (DRR)



13. Share Room Sold and Average Room Rate in the Solo Raya Hotel Competitor group
14. Perform online travel agent Ledger
15. Check outstanding guest payments
16. Create and send revenue reports in the hotel WhatsApp group
17. Send Daily Revenue Report (DRR) files and Compset Hotel Competitor files to all Heads of Department by email
18. Fill out the housebank report and create handover notes if applicable

### 3.2. The Implementation of Night Audit Staff Job Descriptions

The results of this study are directly related to the initial objective, which is to review the implementation of the Night Audit job description at Hotel NEO Gading Solo. The data support the assumption that job descriptions play an important role in maintaining the accuracy of daily reports. To explain the implementation of the Night Audit Staff Job Description at Hotel NEO Gading Solo, the author used data from interviews conducted at Hotel NEO Gading Solo in May 2025 with 1 Assistant Front Office Manager and 2 Night Audit Staff, or called as Front Desk Agents (FDA). The following is the explanation:

Table 1. The Implementation of Night Audit Job Descriptions

Job Descriptions	Night Audit Staff	
	FDA 1	FDA 2
Point 1 (All Document Preparation)	Yes	Yes
Point 2 (Handover Checking)	Yes	Yes
Point 3 (Closing Transactions Checking)	Yes	Yes
Point 4 (Guest Data Checking)	Yes	Yes
Point 5 (Reservation Rates Checking)	Yes	Yes
Point 6 (Group Reservation Breakdown Rate Checking)	Yes	Yes
Point 7 (Market Reservation Checking)	Yes	Yes
Point 8 (EDC Settlement)	Yes	Yes
Point 9 (Rates & Cashier Closing Checking)	Yes	Yes
Point 10 (Day System Closing)	Yes	Yes
Point 11 (Income Files Report to Accounting Department)	Yes	Yes
Point 12 (DRR Printing)	Yes	Yes

Point 13 (Room Sold & Average Room Rate Data Sharing)	Yes	Yes
Point 14 (OTA Ledger)	Yes	Yes
Point 15 (Outstanding Guest Payment Checking)	Yes	Yes
Point 16 (Revenue Report)	Yes	Yes
Point 17 (DRR & Compset Hotel Competitor Files Sending)	Yes	Yes
Point 18 (Housebank Report Filling-out)	Yes	Yes

Source: Interview Data

Based on in-depth interviews with 2 Front Desk Agents in the Night Audit section, it states that the staff have already carried out Point 1 of the job description, which is to prepare all Night Audit documents, since it is a pivotal task. Both emphasize that this task is always carried out routinely and is never missed every night. Point 2 of the job description, which is to check the handover from the previous shift, is also essential. FDA 1 refers to this as a form of good teamwork, while FDA 2 emphasizes the importance of recording unfinished activities to avoid miscommunication. Regarding Point 3, referred to checking closing cashier transactions, both FDAs state that it is very important and is always done. FDA 1 emphasizes the importance of checking all transactions every shift, while FDA 2 states that it is necessary to match them with supporting documents and make corrections for any errors.



Figure 1. Interview with Front Desk Agent 1 (Night Audit Staff)

Regarding Point 4 of job descriptions about guest data filling, both Front Desk Agents state that it is very important. FDA 1 always checks and fills in the data according to the guest ID because this is mandatory before closing the day system. FDA 2 adds that guest data is important

for administrative purposes and, if needed by management at any time. FDA 1 and FDA 2 also emphasize that checking reservation rates (Point 5) is very important and must be done. According to them, the importance of matching rates with supporting documents is required to avoid room pricing errors. Besides, checking the breakdown of group reservation rates (Point 6) is very important and must always be done. FDA 1 says that this is as important as the previous point, while FDA 2 emphasizes that checking the breakdown allocation, such as refunds or other revenue, is important because it affects the daily revenue report.

Referring to Point 7, both Front Desk Agents state that correcting the reservation market segment is highly essential and required to always be done, as it directly impacts the sales team and the daily revenue report. Furthermore, FDAs have to carry out the settlement of all Electronic Data Capture (EDC), as stated in Point 8, to ensure that all transactions through the Electronic Data Capture device have been recorded correctly. Following it, the FDAs state that double-checking rates and closing cashiers (Point 9) must be done to anticipate errors that may have been missed during the first check. They also highlight that running the system (Point 10) is a mandatory task, as it is an important part of the close-day system process. The next task, as stated in Point 11, is sending Revenue, Invoice, and Payment Registration files to the Accounting Department. According to 2 FDAs, it is crucial to proceed to avoid a warning from the Audit Department regarding income. 2 FDAs also point out that printing the daily revenue report, as stated in Point 12, is important and must be done to determine the hotel's daily revenue.



Figure 2. Interview with Front Desk Agent 2 (Night Audit Staff)



The following task is Point 13 regarding sharing data on room sales and average room rates in the competitor hotel WhatsApp group. It is always done to keep each other informed of their respective hotels' performance in terms of occupancy and room rates. Besides, the FDAs are required to maintain the online travel agent ledger, as stated in Point 14. It is mandatory for administrative purposes so that the Accounting Department can bill room payments from reservations made through online travel agents. The FDAs also check Outstanding Guest Balances, as stated in Point 15, is always done to ensure there are no pending payments or bills. Pending payments or bills will be handed over to the next shift so they can be billed when the guest checks out. The next mandatory tasks, as stated in Point 16, are creating and sending the revenue reports to the hotel's WhatsApp group. The purpose is to make all employees aware of the hotel's daily income, as well as additional information such as occupancy for the next 10 days, the number of rooms that will check in and check out, and the Manager on Duty for that day. Regarding Point 17, the FDAs state that they are required to send the daily revenue report and competitor hotel compset data to the Head of Department's email. The purpose is for all department heads to have detailed knowledge of the hotel's daily revenue and a comparison of rooms sold and average room rates with competitor hotels. At last, they have to fill out the housebank report and make handover notes, as stated in Point 18. The housebank report is always filled out to record the housebank balance income and expenses for that day. However, handover notes are not always made every day, because in some shifts all activities run smoothly and there are no tasks that need to be passed on to the next shift.

To supplement the interview data and review the performance of the Night Audit Staff comprehensively, the researcher also interviewed with 1 Assistant Front Office Manager. An interview with the Assistant Front Office Manager is required to validate the implementation of job descriptions carried out by 2 Front Desk Agents, since he is responsible for supervising and reviewing their work. Based on the interview, Assistant Front Office Manager confirms that the handover (Point 2) has been completed by all Front Desk Agents, including those who are in charge of Night Audit Section. He emphasizes that filling out and recording guest data information are vital for administrative purposes. He also ensures that all Front Desk Agents run all job description points consistently. The Assistant Front Office Manager points out that double-checking the room rate is necessary for Night Audit staff. He confirms that all staff have already completed the job descriptions well, since it has a direct impact on the daily revenue report.



Figure 3. Interview with Assistant Front Office Manager

Regarding Point 8, the Assistant Front Office Manager validates that the staff have completed the Electronic Data Capture (EDC) settlement. Besides, the staff have also completed the running system or close-day system (Point 10), since this is mandatory to close the entire transactions during that day. Assistant Front Office Manager confirms that all staff always send the Revenue, Invoice, and Payment Registration files to the Accounting Department (Point 11). Furthermore, according to the Assistant Front Office Manager, all staff have completed the Online Travel Agent Ledger to complete billing data from Online Travel Agents (Point 15). Regarding Point 16, the preparation and delivery of revenue reports to the hotel WhatsApp group is mandatory, and these have already been performed every day by Night Audit Staff. The purpose is to provide all employees with information on daily revenue and additional details, such as upcoming VIP guests and the manager on duty. Meanwhile, the following job description is always carried out by Night Audit Staff in order to provide information to all Heads of Department regarding the Daily Revenue Report (DRR) and Compset Hotel Competitor reports, as stated in Point 17.

### 3.3. Common Errors in Implementing Job Descriptions

In describing the implementation of the Night Audit Staff Job Description at Hotel NEO Gading Solo, the researchers refer to the Job Description, which the Assistant Front Office Manager of Hotel NEO Gading Solo has approved. On the other hand, a common issue that night audit staff encounter while performing their duties is that reservation vouchers from online travel agents do not match the reservations entered into the hotel system. The researchers break down the errors into 3 categories: market segment, room rates, and breakdown rates.

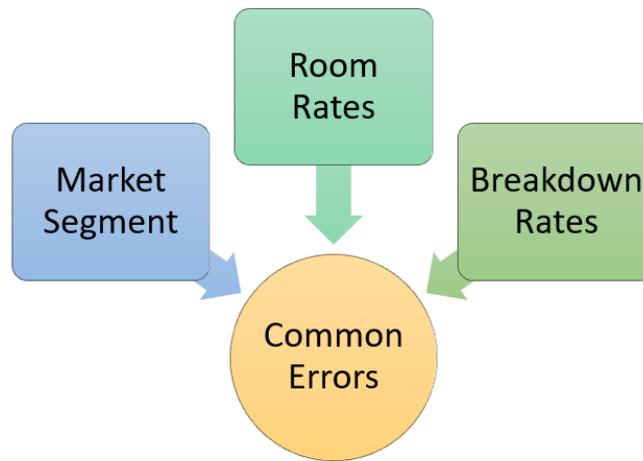


Figure 4. Common Errors During Job Description Implementation

**a. Market Segment**

Market segment is a feature in the hotel system to categorize reservations from Online Travel Agents to enable recapitulation. This error in the market segment occurs when a reservation voucher from the online travel agent Traveloka is input into the hotel system from the online travel agent Tiket.com.

**b. Room Rates**

Hotel builds partnerships with several Online Travel Agents, so they have specific room rates displayed in their own reservation systems. They possibly give special rates, such as a discount or price reduction. This policy causes data inconsistency, particularly in room rates, between the Online Travel Agent reservation voucher and the hotel system reservation voucher.

**c. Breakdown Rates**

Breakdown rates are rates of detailed components of additional services provided by hotel that are listed in the reservation voucher. The components include meals, laundry, tax, service charge, transportation service, and other additional services excluded from the room rates. Errors in the reservation vouchers are found in breakfast, lunch, dinner, and laundry items that are not in line with the hotel reservation system. To review the factors causing these errors, a hotel requires a Night Audit to check and adjust what is stated on the online travel agent voucher and the hotel system.



#### 4. Conclusion

Night Audit Staff, also known as Front Desk Agents, have basically implemented 18 points of Night Audit Job Descriptions at Hotel NEO Gading Solo and have been reviewed directly by the Assistant Front Office Manager. Information inconsistencies found in the reservation voucher, including segment market, room rates, and breakdown rates errors, are basically technical errors due to an unsynchronized hotel reservation system with the third party's reservation system.

The strength of this study is revealing critical areas that emphasize the importance of the role of Night Audit, while it has a limitation in the scope of the study. Another simpler interpretation is to view job descriptions not only as work guidelines but also as quality control tools. For further research, studies in more hotels and technical analysis of online travel agent systems with hotel systems are needed. Thus, these findings offer a unique perspective on the dual function of job descriptions that is beneficial for hotel operational development.

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