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| Job Band – 4Hotel Level – III | Department – AccountingReports to – Regional / Area Director of F&A  |

Welcome to ABC. Now that you’re part of our family, let’s explain the role you will play.

## What’s the job?

As Financial Controller you’ll forecast the financial operations of the hotel while managing hotel assets and ensuring a centralised accounting environment.

## Your day-to-day

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| **People*** Direct everyday financial activity, plan and assign work ensuring you always have the right staffing numbers
* Develop your team and improve their performance through coaching and feedback, and create performance and development goals for colleagues
* Train colleagues to make sure they deliver with compliance and to the standards we expect and have the tools they need to work efficiently
* Recommend or initiate any HR elated actions where needed
* Keep connected with key contacts including owners, asset managers, guest, regulatory agencies, others as needed
 | **Financial** * Prepare financial analysis of hotel operations including variance explanation and make recommendations to ensure the achievement of business goals
* Prepare hotel and department budgets and financial forecasts and reporting
* Ensure all accounts are reconciled on a monthly basis and oversee the process of credit extension and collection of overdue accounts
* Review rates and recommend rate strategy to the General Manager; participate in sales strategy meetings
* Manage accounts payable to balance cash flow and reputation with suppliers
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| **Guest Experience*** Help guests - you’ll be happy to help if someone needs assistance with a request or complaint
* Make sure all guest bills are accurate
 | **Responsible Business** * Ensure financial control procedures and systems are ethical and legal
* Distribute outlook and forecast information for departments to identify cost savings
* Minimise waste and reduce slow-moving items.
* Other ad-hoc duties – unexpected moments when we have to pull together to get a task done
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**Accountabilities**

This is the top job managing the accounting function for the hotel. Typically supervises a staff of professional and/or clerical accounting positions.

What we need from you

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| * Bachelor’s degree / higher education qualification / equivalent in Accounting or Finance
* Or three years in hotel accounting or internal audit with one year in a supervisory role
 | * Or an equivalent combination of education and experience
* Must speak fluent English
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## How do I deliver this?

We genuinely care about people and we show this through living out our promise of True Hospitality each and every day. It’s what connects every colleague in all ABC® hotels.

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| Each ABC® hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.* True Attitude: being caring, wanting to make a positive difference, and building genuine connections with guests
* True Confidence: having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay
* True Listening: focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs
* True Responsiveness: is about providing guests with what they need, and doing so in a timely and caring manner
 | There’s so much more to the job than we can capture here. It’s simply about creating great experiences, doing the right thing and understanding people. |

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

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| Employee Name (Print) |  | Employee Signature |  | Date |