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**Title:**

职位

**Assistant Front Office Manager**

前厅部副经理

**Department:**

部门

**Front Office**

前厅部

**Hierarchy:**

汇报对象

**Reporting to Front Office Manager / EAM i.c. of Rooms**

前厅部经理/房务分管副总

**Direct Subordinates:**

直属下级

**Front Office Supervisor**

前厅主管

**Telephone Operator Supervisor**

总机主管

**Indirect Subordinates:**

非直属下级

**Front Office Staff**

前厅部员工

**Telephone Operator Staff**

总机员工

**Category:**

级别


**L4**

**Scope / 职能范围:**

- To assist in managing the areas of the front office and telephone services in order to ensure customer satisfaction and to maximize the profit of the hotel.  
协助管理前厅区域以及接线服务, 保证客户满意度, 实现酒店利润最大化。
- To assist in monitoring departmental control systems to ensure that costs are controlled, forecasted revenues and occupancies are obtained and that the product quality standards are maintained.  
协助监管部门控制体系, 控制部门运作成本, 获取预测收益以及入住率等信息, 维持酒店产品质量标准。
- To assist in managing the Human Resources within the department, ensuring that the work climate is in compliance with the company policies and procedures and maintaining and developing the skills and knowledge of the related staff.  
协助管理部门人力资源, 保证工作环境符合巴伐利亚政策程序, 保持、提高相关员工工作技能及岗位知识。


**Responsibilities and Obligations / 责任及义务:**

- Assists the FOM/EAM in monitoring the Front Office quality service and ensuring the conformity to the company operating standards, procedures and local regulations in order to achieve customer satisfaction and to preserve the XYZ Hotels & Resorts quality standards.  
协助前厅部经理及副总监监督前台服务质量, 确保达到酒店运作标准、程序及当地规章制度的要求, 以最终获得顾客满意度, 保持巴伐利亚国际酒店的质量标准。
- Monitors Front Office personnel to ensure guests receive prompt, warm attention and personal recognition.  
监督前厅部员工, 确保客人获得快速, 热情以及最个性化的服务。
- Maintains a high performance standard among guest contact staff so they are knowledgeable, friendly and courteous when dealing with the guest.


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对接触宾客的员工高要求，确保其具备充足的岗位知识，在面对客户时以最专业，最礼貌的方式提供服务。

- Ensures the front of the house is maintained in excellent condition and cleanliness. Monitors maintenance requests procedures and regularly inspects guest rooms, corridors, lobby, public toilets, etc. to ensure proper maintenance and cleanliness.  
保证前厅部工作区域始终保持整洁，监督维护申请程序，定期检查客房，走廊，大堂以及客用洗手间等，确保以上区域始终干净，整洁并被良好的维护。
- Monitors front office staff to ensure those known repeated guests and other VIP's receive special attention and recognition. Escorting VIP's to their rooms when necessary.  
监督前厅部员工，确保为常客，会员提供特别关注及重视，必要时亲自护送其至房间。
- Handles effectively all guest complaints concerning the Front Office, taking corrective action to prevent recurrence and convert the guest into a repeated customer.  
有效解决相关酒店前台的投诉，并且采取改正措施避免情况再次发生，将客户发展成回头客。
- Co-ordinate proper actions with other departments, inform the FOM / Executive Assistant Manager i.c. of Rooms. Review all log books related to the department daily and take corrective action when necessary.  
与其它各部门协调工作，并向前厅部经理/主管房务的行政副总报告。每日审核所有与部门相关的日志，必要时候采取改正措施。
- Informs the FOM/EAM of results, via reports, trends or guest impressions and of problems in the hotel affecting the guest or the operation.  
通过报告的形式，向前厅部经理或者房务分管副总报告态势、客人印象及影响客人及酒店运作的相关问题。
- Seeing to the accommodation and transportation of overflow guests in cases of full occupancy.  
在入住率达100%时，关注因满员而无法入住客人的住宿及交通问题。
- Maintains a close coordination between Front Office and other departments such as Housekeeping, Food and Beverage, Sales and Engineering.  
维系前厅部与其它部门的良好工作关系，如客房部，餐饮部，销售部以及工程部等。
- Develops effective relationships with guests, clients, local community, local authorities and intermediaries in order to create optimal business opportunities and community relations for the hotel.  
与顾客，当地机构，社区，机关部门以及中介建立良好的关系，为酒店创建最佳商机以及社区关系。
- Conducts daily briefings within the department where daily operational information is provided to the staff when FOM / EAM are absent.  
前厅部经理及房务分管副总不在岗时，代其组织内部晨会，向员工传达当天运营信息。
- Provides input to Front Office department meetings.  
在前厅部会议中提出建议。
- Ensures that all tasks of the different sections of the Front Office department are implemented by the staff according to the policies & procedures of the hotel.  
保证员工在完成前厅部各部门工作任务时遵守酒店政策章程。
- Daily checks billing instructions and guest credit for accuracy and compliance with hotel credit policy.  
每日检查账务及客户信用情况，以确保准确无误，并符合酒店的信用政策。

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- Works closely with the Accounts to ensure billing procedures are effective.  
与财务部门紧密合作，确保付账程序有效。
- Ensures the accuracy of guest accounting function at the reception and the hotel credit policy is accurately applied from the reservation stage until guest's departure.  
确保前台客户账目准确，保证从宾客预订到宾客离店过程中酒店酒店信贷政策被正确遵守。
- Maintains careful control over costs in the front office department such as overtime, room supplies etc.  
谨慎控制前厅部运营成本，如加班及客房供应等。
- Analyses and approves rebates, discounts, complimentary, up-grades and room rates according to the internal policies and procedures in the absence of FOM / EAM.  
前厅部经理或者房务分管副总不在岗位时，根据内部政策及程序审核并批准退款，折扣，赠送，升级以及房价。
- Ensures that operational equipment, computers, other administrative and operating supplies, assets are maintained in excellent condition.  
确保酒店运营设备，计算机，以及其它行政管理及运营用品，资产时刻保持最佳状态。
- Ensures a professional switchboard operation at all time and carried out routine test calls to ensure the standard is as high as possible.  
确保总机运作的专业度，定期实施测试通话，以确保服务标准达到最高。
- Inspects frequently for cleanliness and orderliness of the Lobby reception and Cashier's desk and, or on random basis, V.I.P. rooms prior to guest arrival.  
经常检查大堂接待处以及收银桌面是否干净有序，在重要客人抵店前随机抽查客房。
- Co-ordinates with security in the investigation of irregularities and undesirable guests.  
与安保部合作，对行为异常的不良分子介入调查。
- Co-ordinates with Housekeeping on checking room discrepancies.  
与房务部合作共同检查房态差异。
- Controls the room availability in tight situation  
在客房供应紧张时控制房态。
- Assists the FOM / EAM in their daily operational tasks.  
协助前厅部经理及房务分管副总完成日常运营任务。
- Ensures that the department is effectively staffed and motivated to consistently deliver high levels of guest service.  
确保部门人员合理配置并始终激励员工向宾客提供高质量服务。
- Maintains appropriate standards of conduct, dress, hygiene, uniform appearance and posture of department employees.  
确保部门员工行为，穿着，卫生，仪容仪表及身姿体态得体。
- Ensures Front Office policies and procedures manuals, service standards, tasks lists and job descriptions are complete and kept up-to-date at all time.  
确保完成前厅部政策程序手册，服务标准，工作任务以及职位描述，并随时更新。
- Ensures all staff is thoroughly familiar with the Hotel's emergency procedures.  
确保员工熟悉酒店应急程序。
- Knows and applies all corporate and local Operational Standards as well as local authorities requests and ensure they are implemented.  
了解并遵守贯彻执行巴伐利亚集团以及店内运营标准，以及当地政府要求。

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- Assists all subordinates in the accomplishment of their job description.  
帮助所有下级员工履行其岗位职责。
- Assists Front Office Manager in personnel related matters such as interviewing, appraising and consulting.  
协助前厅部经理完成相关人事工作，如面试，评估及咨询工作。
- Identifies training needs, assists in developing formal training plans and implementing training sessions.  
了解培训需求，协助制定培训计划，并完成培训课程。
- Maintains a monthly overview of vacation and public holiday balance of all his staff and delivers a monthly consolidated summary to the Personnel Manager.  
维护员工休假以及公共假日情况统计表，并且每月末向人事经理提供阅读汇总表。
- Carries out duty management shifts according to the rota established.  
根据值班轮值表履行值班经理的职责。
- Co-operates in the performance of any reasonable task requested by the management.  
配合完成上级要求的其它合理工作安排。
- Adheres to all hotel policies and procedures. Acts as Front Office Manager in his absence.  
遵守酒店政策程序，在前厅部经理不在时代为履行前厅部经理职责。
- Prepares work schedules and store requisitions on timely basis.  
及时准备部门工作日常表，及库存需求申请。
- Knows and uses the company marketing programs and ensure that all staff are fluent in the use of these programs.  
了解并使用公司营销方案，并确保员工能够熟练使用该方案。
- Knows the operational use and available facilities of the PMS.  
了解酒店管理系统运营功能以及其它可用设施。
- Ensures that Front Office employees promote inter-hotel sales and in-house facilities.  
确保前厅部员工推广酒店销售项目以及店内设施。

### **Security, Safety and Health / 保障，安全及健康**

- Maintains high confidentiality in regards to guest privacy.  
保证客人隐私高度机密。
- Reports any suspicious behaviour of guests and staff to the General Manager and Security.  
如遇客人或员工有任何可疑行为，及时向总经理及安保部门反映。
- Notifies housekeeper regarding lost and found objects.  
遇到任何遗失物品，及时告知客房部。
- Ensures that all potential and real hazards are reported appropriately immediately.  
及时报告任何潜在或真实的危险。
- Fully understands the hotel's fire, emergency, and bomb procedures.  
熟知酒店火灾，紧急情况以及爆炸疏散预案。
- Follows emergency procedures to provide for the security and safety of guests and employees.  
遵守所有紧急疏散预案，以保证客人及员工安全。
- Works in a safe manner that does not harm or injure self or others.  
文明工作，避免伤及自身及它人。
- Anticipates possible and probable hazards and conditions and notifies the Manager.  
预见可能的危险或情况，并及时告知经理。

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- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.  
保持最佳个人卫生，着装，仪容仪表，肢体语言及行为。

### **Competencies / 能力要求:**

Good command of English and 良好的英文能力

- Five (5) years experience in a 5 star hotel.  
5年五星级酒店相关工作经验
- Proficient in MS Office – Excel, Word, Outlook  
熟练的微软办公软件操作能力-Excel, Word, Outlook

### **Interrelations / 相互联系:**

- Liaises with all departments to ensure smooth operation and develops effective relationships with guests, business partners, local community, local authorities and intermediaries in order to create optimal business opportunities and community relations for the hotel.  
与酒店所有部门互相合作保证酒店有序运作，与客户，商务合作伙伴，当地社区，当局以及媒体保持良好的联系，以创造良好商业契机并为酒店建立良好的社区关系。

### **Executive Duties / 行政职责:**

- To assume the functions and responsibilities of Duty Manager in accordance with the Hotel's Duty Manager's Roster.  
根据酒店值班经理轮值表，承担值班经理职能及职责。

### **Work Conditions / 工作条件:**


- Regular hours with extra times occasionally.  
正常工作时间，偶尔伴有加班

Date : \_\_\_\_\_  
日期

Reviewed By : \_\_\_\_\_  
审核人

Approved By : \_\_\_\_\_  
审批人

I \_\_\_\_\_ understand and agree to the above Job Description and that as a policy of XYZ Hotels & Resorts, it is the responsibility of all Employees, to be both willing to teach, in order to help colleagues reach their full potential and willing and accepting to learn, in order to progress and improve personal abilities, resulting in maximum guest satisfaction.

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本人\_\_\_\_\_已了解并认可以上岗位职责，并知晓此岗位职责将作为海拉尔百府悦酒店的政策方针。乐于教授及乐于并接受学习是所有员工的职责。教授将帮助我们的同事发挥他们自身最大的潜能；乐于并接受学习将发展并提升个人技能。两者的最终目标是谋求最大的客人满意度。

\_\_\_\_\_  
Employee Signature  
员工签字

\_\_\_\_\_  
Date  
日期