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|  | RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description | <i>CODE:</i> 02.04.102 |
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| <u>Title:</u> 职位 | Night Manager 夜班经理 |
| <u>Department:</u> 部门 | Front Office 前厅部 |
| <u>Hierarchy:</u> 汇报对象 | Executive Assistant Manager i.c. of Rooms 分管房务部的行政副总 Front Office Manager 前厅部经理 |
| <u>Direct Subordinates:</u> 直接下属 | Night Supervisor 夜班主管 |
| <u>Indirect Subordinates:</u> 非直接下属 | Front Office Staff (night shift) 前厅员工（夜班） |
| <u>Category:</u> 级别 | L4 4级 |

Scope/职能范围:

- Manages the areas of the Reception, Guest Relation, Executive Lounge, Business Centre, Concierge and Telephone Operator in order to ensure smooth operation during the night shift and customer satisfaction.
管理前台、宾客关系、行政酒廊、商务中心、礼宾部和总机区域，确保夜班期间的平稳运营和宾客满意度。
- Establishes excellent communication between the different departments in operation during the night and ensures a full security control on the premises.
确保各部门在夜班运营期间有效沟通及工作区域的安全。
- Manages all related problems to the guest, employees and infrastructure and reports them clearly to the management.
负责所有涉及宾客、员工及设备设施的问题并将其清楚的汇报给上级

Responsibilities and Obligations/职责及义务:

- Monitors the night shift 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.
督导夜班的服务质量，确保符合公司的运营标准、程序和当地法规，以实现宾客满意度和保持巴伐利亚集团的质量标准。
- Fulfils all tasks and duties of the night shift as per the company policies and procedures and handles day to day functions such as arrivals, departures, information requests, inspections and reporting.
根据巴伐利亚的政策、程序完成夜班期间的工作职责，例如预抵、预离、信息咨询、检查及汇报。

- Ensures the front of the house is maintained in excellent condition and cleanliness. Monitors maintenance requests procedures and inspects guest rooms, corridors, lobby, public toilets, etc. to ensure proper maintenance and cleanliness.
 确保前厅办公区域干净整洁并保持良好的状况。监督维护申请程序并检查客房、走廊、大堂、公共洗手间等，确保及时的清洁和维护。
- Ensures those known repeated guests and other VIP's receive special attention and recognition. and escorts VIP's to their rooms when necessary.
 确保常客及VIP客人受到特别的关注和识别，如有必要需护送VIP宾客到他们的房间。
- Handles effectively all guest complaints concerning the Front Office, taking corrective action to prevent recurrence and convert the guest into a repeated customer.
 有效处理所有关于前厅部的投诉，采取纠正措施以防止类似情况再次发生并努力让宾客成为常客。
- Informs the FOM/EAM of results, via reports, trends or guest impressions and of problems in the hotel affecting the guest or the operation.
 就可能影响宾客或者酒店运营的问题通过报表，建议以及宾客印象进行分析了解，将结果汇报至前厅部经理或行政副总。
- Seeing to the accommodation and transportation of overflow guests in cases of full occupancy.
 在满房情况下留意超预订宾客的交通和住宿。
- Maintains effective communication with all related departments during night shift to ensure smooth service delivery.
 夜班期间与相关部门保持有效沟通确保流畅的服务
- 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.
 与宾客、客户、当地社区、地方政府及中介机构发展有效的人际关系为酒店创造最佳的商业机会和社区关系。
- Conducts daily briefings within the department where daily operational information is provided to the staff.
 组织本部门每日例会并将每日客情传达给员工。
- Provides input to Front Office department meetings.
 在前厅部例会中提出合理的意见或建议。
- Ensures that all tasks of the different sections of the night shift are implemented by the staff according to the policies & procedures of the hotel.
 确保不同分部门的夜班员工按照酒店的政策及程序完成所有工作
- Makes control tours of the hotel ensuring electricity usage is at a minimum and security is at maximum.
 巡视酒店区域，确保夜间用电负荷降到最低的同时确保酒店安全状态达到最佳。
- Controls all department keys/master keys
 管理所有部门钥匙/总卡
- Daily checks billing instructions and guest credit for accuracy and compliance with the hotel credit policy.
 每日检查信用卡及结算单确保其准确并符合酒店信贷政策。
- Maintains up to date back-up reports. Checks all necessary reports including rate discrepancy, housekeeping discrepancy, credit check report and routing instructions report.

每日备份最新报表，检查所需报表包含房价差异、差异房、信贷检查报告及日常程序报告。

- Ensures an effective handover of nights activities to the FOM.
将夜间情况详细汇报给前厅部经理
- Maintains regular and effective liaison between other departments with particular emphasis on security.
定期与其他部门之间保持有效的联系，尤其是在安全方面。
- Ensures all necessary reports are compiled and printed for the following day's business and checks that they have been distributed accordingly.
确保所有必须的报表编辑完成并打印用作未来运营以及检查使用，并确保分发至相应人员。
- Works closely with the accounts to ensure night shift procedures related to finance are effective.
与财务部紧密合作，确保夜班财务相关的工作流程高效完成。
- 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.
在前台确保宾客的账单的准确性，以及从预订直到宾客离店符合酒店信用政策。
- Maintains careful control over costs in the night shift front of the house sections.
做好夜班期间前厅部的超额成本控制工作。
- Analyses and approves rebates, discounts, complimentary, up-grades and room rates according to the internal policies and procedures.
根据酒店政策及程序审核冲减、折扣、免费、升级和房价。
- Ensures that operational equipment, computers, other administrative and operating supplies, assets are maintained in excellent condition.
确保运营设备、电脑、其他行政和运营设备的良好运转。
- Inspects frequently for cleanliness and orderliness of the Lobby reception and Cashier's desk , or on random basis, V.I.P. rooms prior to guest arrival.
经常检查前台和收银处确保区域的干净和整洁，在贵宾抵店前检查并准备房间。
- Co-ordinates with security in the investigation of irregularities and undesirable guests.
与保安部配合调查有违规行为和行为不正的宾客。
- Co-ordinates with Housekeeping on checking room discrepancies.
与客房部配合检查差异房。
- Controls the room availability in tight situation.
客情紧张时控制可卖房。
- Ensures that the department is effectively staffed and motivated to consistently deliver high levels of guest service.
确保部门员工高效和积极的为宾客提供始终如一的高水准服务。
- Maintains appropriate standards of conduct, dress, hygiene, uniform appearance and posture of department employees.
确保部门员工的行为举止、着装、卫生、制服符合标准。
- Ensures all staff is thoroughly familiar with the Hotel's emergency procedures.
确保所有员工熟知酒店突发情况处理程序。
- Knows and applies all BHI corporate and local Operational Standards as well as local authorities requests and ensure they are implemented.
了解并遵守巴伐利亚酒店管理集团及酒店运营标准、当局标准

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- Assists all subordinates in the accomplishment of their job description.
帮助下级员工履行其岗位职责。
- Identifies training needs, assists in developing formal training plans and implementing training sessions.
确定培训需求，协助制定正式的培训计划并实施培训课程。
- Co-operates in the performance of any reasonable task requested by the management and adheres to all hotel policies and procedures.
合作完成由上级领导要求的工作任务，并在过程中遵循酒店的所有政策及程序。
- Knows and uses the company marketing programs and ensure that all staff are fluent in the use of these programs.
了解并使用公司的销售计划，确保所有员工熟练掌握操作流程。
- Knows the operational use and available facilities of the PMS.
了解使用设备熟练掌握前台操作系统。
- Ensures that front of the house employees promote inter-hotel sales and in-house facilities.
确保前厅部员工推销酒店的服务及设施。

Security, Safety and Health/保障，安全及健康:

- Maintains high confidentiality in regards to guest privacy.
关于客人隐私，保持高度机密性。
- 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.
适时及时地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.
遵循应急预案以确保客人和员工的安全。
- Works in a safe manner that does not harm or injure self or others.
以文明安全的方式工作，避免伤及自身及他人。
- Anticipates possible and probable hazards and conditions and notifies the Manager.
预见可能的危险和情况，并及时告知经理。
- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.
保持最佳的个人卫生，着装，仪容仪表，肢体语言及行为。

Competencies/能力要求：

- Good command of English and Mandarin.
良好的英文及普通话能力。
- Five years experience in 5 Star hotel.
拥有五星级酒店5年以上工作经验。
- Good knowledge in Microsoft Excel, Word, Outlook, etc.

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熟练掌握Excel、Word、Outlook等软件。

Interrelations/相互关系:

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.

与其他所有部门保持沟通，确保酒店的正常运营。与宾客、商业伙伴、当地社区、地方当局及中介机构发展有效的人际关系为酒店创造最佳的商业机会和社区关系。

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.

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