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<b><u>Title:</u></b> 职位	<b>Front Office Supervisor</b> 前厅部主管
<b><u>Department:</u></b> 部门	<b>Front Office</b> 前厅部
<b><u>Hierarchy:</u></b> 报告对象	<b>Front Office Manager</b> 前厅部经理
<b><u>Direct Subordinates:</u></b> 直接下属	<b>Shift Leader / Receptionist / Cashier</b> 领班/前台接待/收银
<b><u>Indirect Subordinates:</u></b> 间接下属	<b>N/A</b> 不适用
<b><u>Category:</u></b> 级别	<b>L5</b> 5级

#### **Scope/职能范围:**

- To manage the shift of the front desk in order to ensure customer satisfaction and to maximize the profit of the hotel.  
管理前台班次交替，以确保客人满意度并实现酒店利润最大化。
- To monitor the front desk control systems, to ensure that costs are controlled and that the product quality standards are maintained.  
监督前台控制系统，确保成本并维持产品质量。
- To lead the front desk, 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.  
指挥前台工作，确保前台工作环境符合巴伐利亚政策程序，维持并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 Assistant FOM in monitoring the Front Desk 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.  
协助前厅部副经理监督前台服务质量，确保各项工作遵守酒店运作标准、程序及当地规章制度，以获得顾客满意度，维持巴伐利亚国际酒店的质量标准。
- Assists the Assistant FOM to ensure a smooth operation at the front desk and fulfils all tasks and duties of the front desk as per the company policies and procedures and handles day to day functions such as arrivals and departures and information requests.  
协助前厅部副经理确保前厅部的正常运营，根据巴伐利亚酒店管理集团的政策完成各项工作，处理进店，离店以及信息咨询工作。
- Maintains a high performance standard among front desk staff so they are knowledgeable, friendly and courteous when dealing with the guest. Maintains an up to date knowledge of the hotel product and local services and supplies information and responds to guest queries.


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对前台员工高要求，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。确保员工了解最新的酒店产品以及店内服务信息，以便在客人询问时为其提供信息以及回复。

- **Monitors Front Desk personnel to ensure guests receive prompt, warm attention and personal recognition.**  
监督前台人员，确保宾客获得及时，温馨的照料以及个性化的问候。
- **Receives guests in a professional and friendly manner, satisfying guest expectations from arrival through to departure. Greets guests on their arrival ensuring they feel expected and welcomed.**  
以专业，友好的礼仪接待客人，确保宾客在抵店至离店过程中的期望得到满足。在客人抵店后向客人问候，确保它们感受到我们的期待及欢迎。
- **Monitors front desk 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，确保常客，会员获得特别关注及重视，必要时亲自护送其至房间。
- **Handles effectively all guest complaints, co-ordinates proper actions with other departments and informs the supervisor and follows up.**  
有效处理宾客投诉，与其它部门协调采取恰当的措施，向上级报告并跟进。
- **Ensures high level of appearance and grooming by personnel.**  
确保所有员工仪容仪表以及礼仪的高标准。
- **Ensures that the guest receives the accommodation he/she is expecting.**  
确保宾客享受到的膳宿符合他/她的期望。
- **Maintains effective communication and good working relationship with all related departments to ensure smooth service delivery.**  
与其它所有相关部门维持有效的沟通以及良好的工作关系，确保服务的顺利提供。
- **Maintains awareness of guest profiles through the PMS guest profile system.**  
通过酒店前台系统了解宾客信息。
- **Using Fidelio Front Office system (or any other system in use), processes accounts from check-in through to check-out, ensuring posting of food and beverage and ancillary charges.**  
使用Fidelio前台系统（或者其它在用系统），审核入住以及退房账目，确保餐饮以及其它辅助费用正确入账。
- **Receives payment by cash, check, credit card or account, adhering to company Credit Policy and provides Currency Exchange service.**  
接受现金，支票，信用卡或者账户等支付方式，遵守酒店的信用政策并提供货币兑换服务。
- **Balances accounts of day's business at end of shift.**  
在班次交接时进行当日业务结算。
- **Records all instances of refused business, with reasons for refusal.**  
记录所有被拒业务以及被拒原因。
- **Checks all cashiers City Ledger bills at the end of shift to ensure that the billing and attachments are correct.**  
在班次结束后检查现金同城挂帐单，确保所有帐单以及附件的准确性。
- **Checks all shift reports with particular reference to Credit Check Report, Routing Instructions Report, Rate Discrepancy Report and Housekeeping Discrepancy Report.**  
重点依据信用检查报告，分帐指令报告，价格异常报告以及管家部异常报告，对所有班次交接报告进行检查。

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- Maintains an up to date back – up report during the shift.  
在换班时对当天的报告进行备份。
- Conducts pre-shifts team brief and end of shift handover.  
组织班前例会以及班后交接。
- Has a thorough knowledge of daily, monthly and yearly targets.  
了解前厅部日常，月度，以及年度的业绩目标
- Maintains department notice board and ensures that all employees are aware of new issues.  
更新部门布告栏确保员工掌握最新信息。
- Supervises day to day functions ensuring standards are adhered to.  
监督前厅部日常工作，以确保各项标准被良好地遵守。
- Ensures new employee, retraining and corrective training is carried out.  
确保新员工，二次培训以及规范培训的组织。
- Responsible for the maintenance and re-organization of standards manual for the Reception.  
负责前台接待标准手册的维护及更新。
- Ensures that the Front Office Manager is informed of all developments on the Front Desk.  
确保向前厅部经理报告所有前厅部相关的信息。
- Maintains the Reception log book, filing system and stock/stationary.  
维护接待日志，归档系统以及存货。
- Ensures that all tasks of the Front Desk are implemented by the staff according to the policies & procedures of the hotel.  
确保前厅部所有工作任务根据酒店政策程序完成。
- 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，确保准确无误，并符合酒店的信用政策。
- Ensures that operational equipment, computers, other administrative and operating supplies, assets are maintained in excellent condition.  
确保所有运营设备，计算机以及其它管理以及运营物资，资产维持最佳工作状态。
- Ensures that the shift is effectively manned and motivated to consistently deliver high levels of guest service.  
确保酒店所有班次人员合理配置，始终提供最高质量的客户服务。
- Maintains appropriate standards of conduct, dress, hygiene, uniform appearance and posture of shift 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 all staff of the shift is thoroughly familiar with the Hotel's emergency procedures.  
确保所有当班员工完全了解酒店预警程序。
- Assists all subordinates in the accomplishment of their job description.  
协助下属员工履行其岗位职责。
- Co-operates in the performance of any reasonable task requested by the management.  
完成由上级领导要求的所有合理工作任务。
- Adheres to all hotel policies and procedures. Acts as Assistant Front Office Manager when absent.  
遵守酒店政策程序，并在前厅部副经理不在岗时承担其岗位工作。
- Prepares store requisitions on timely basis.  
跟据实际情况准备库存申请。

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- Knows and uses the company marketing programs and ensure that all staff are fluent in the use of these programs.  
了解并运用酒店市场营销程序，确保所有员工能够熟练使用该程序。
- Knows the operational use and available facilities of the PMS.  
了解酒店管理系统的运营功能及其它设施  
Ensures that Front Desk employees promote inter-hotel sales and in-house facilities.  
确保前厅部员工参与推广店内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.  
关于客人隐私，要保持高机密性。
- 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.  
适时及时的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.  
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.  
预见可能的危险或情况，并及时告知管理人员。
- 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 another language.  
熟练掌握英语以及另一门语言
- Three years experience working in 5 star hotels.  
3年以上5星级酒店工作经验。
- Good knowledge of Fidelio, Opera or other similar PMS.  
良好的Fidelio，Opera或其它相似的酒店管理系统知识。

### **Interrelations/互相联系:**

Liaises with all departments to ensure smooth operation and develops effective relationships with guests, business partners.  
与所有部门联系以确保酒店顺畅运作并与宾客，商业伙伴建立有效的关系。

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**Work Conditions/工作条件:**

Regular hours with extra times occasionally.

日常工作时间，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