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<u>Title:</u> 职位	Receptionist / Cashier 前台接待/收银员
<u>Department:</u> 部门	Front Office 前厅部
<u>Hierarchy:</u> 汇报对象	Front Office Supervisor 前台主管
<u>Direct Subordinates:</u> 直接下属	N/A 无
<u>Indirect Subordinates:</u> 非直接下属	N/A 无
<u>Category:</u> 级别	L6 6级

Scope / 职能范围:


- To ensure a quick, professional and friendly assistance to all our guests and to provide them with all the services related to the front desk. To ensure customer satisfaction and to maximize the profit of the hotel.
为我们所有宾客提供与前台相关的服务，确保快速、专业及友好。确保顾客满意并为酒店追求利润最大化。

Responsibilities and Obligations / 职责及义务:

- Ensures 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.
确保符合公司运营标准、程序及地方法规以提高宾客满意度和维护巴伐利亚酒店管理集团质量管理体系。
- Ensures 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.
遵守巴伐利亚国际酒店管理集团政策程序进行日常操作如宾客抵店、离店及信息咨询，确保前台的正常运营和履行所有工作职责。
- Maintains a high performance standard, 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.
当面对宾客时应机智、灵活、友好和礼貌。随时掌握酒店最新产品知识和当地服务信息便于应对宾客的需求和提供信息咨询。
- Ensures guests receive prompt, warm attention and personal recognition.
确保让宾客感受到快速、热情友好及被关注。
- 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.
接待宾客需体现我们的专业和友好，从宾客抵达直到离店至始至终满足宾客的期望。自抵店起问候宾客，确保他们感受到欢迎和期待。

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- Ensures those known repeated guests and other VIP's receive special attention and recognition.
Escorting VIP's to their rooms when necessary.
确保常住客和VIP宾客受到特别的关注，如有需要可护送VIP宾客至他的房间。
- 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，协调相关部门并向主管汇报及跟进。
- Ensures high level of appearance and grooming.
保持良好的仪容仪表。
- Ensures that the guest receives the accommodation he/she is expecting.
确保宾客拿到的房间符合他/她的预期。
- Maintains effective communication and good working relationship with all related departments to ensure smooth service delivery.
与所有相关部门保持良好工作关系和有效的沟通，确保服务顺畅。
- Maintains awareness of guest profiles through the Opera guest profile system.
通过Opera宾客档案系统维护和更新客史档案。
- Using Opera 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.
在宾客入住到离店期间，使用Opera前台系统（或其它正在使用的系统）进行账务处理，确保餐饮及其它消费被录入。
- 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、信用卡付款或按照公司信贷政策挂账；提供外币兑换。
- Balances accounts of day's business at end of shift.
下班时平账。
- Records all instances of refused business, with reasons for refusal.
记录所有被宾客拒绝的案例和拒绝原因。
- Checks the City Ledger bills at the end of the shift to ensure that the billing and attachments are correct.
下班时检查挂账账单确保账单及相关单据已校对。
- Ensures that the supervisor is informed of all developments on the Front Desk.
确保前台主管已知晓所有前台相关事宜。
- Reports all handover issues in the Reception log book.
在前台交班本中记录所有交班事宜。
- Implements all tasks related to his/her duties according to the policies & procedures of the hotel.
根据酒店政策及程序完成所有与其工作职责相关的任务。
- Daily checks billing instructions and guest credit for accuracy and compliance with hotel credit policy.
为了账务的准确性和遵守酒店信用政策，需日常检查账务说明及宾客信用额度。
- Maintains operational equipment, computers, and other administrative and operating supplies, assets in excellent condition.
维护保养电脑、运营设施设备及相关用品，确保其使用状况良好。
- Maintains appropriate standards of conduct, dress, hygiene, uniform appearance and posture.
保持适当的行为、服饰、卫生标准，规范仪容仪表和姿势。
- To be familiar with the Hotel's emergency procedures.

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熟知酒店应急程序。

- Assists all colleagues in the accomplishment of their job description when needed.
协助同事，当同事履行工作职责需要帮助时。
- Co-operates in the performance of any reasonable task requested by the management.
积极配合完成来自管理人员合理安排的工作。
- Adheres to all hotel policies and procedures. Acts as Front Office Supervisor when absent.
按照酒店规章制度，当前台主管不在时代为行使其工作职责。
- Knows & uses the company marketing programs. Promotes inter-hotel sales and in-house facilities.
知道和使用公司的销售政策，推广酒店的销售和内部设施。
- Knows the operational use and available facilities of the PMS.
熟练使用酒店管理系统和提供可用设施。


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，保持高度的机密性。
- 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.
如遇任何遗失物品，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，以确保客人及员工安全。
- 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，肢体语言状态及行为。

Competencies / 能力要求:

- Good command in English and Mandarin.
良好的英文及普通话能力
- Three (3) years in 5* hotels.
3年5星级酒店工作经验。
- Good knowledge of MS Office, Outlook and Opera or similar.
熟练掌握微软Office, Outlook软件及Opera或类似操作系统。

Interrelations / 相互关系:

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- Liaises with all departments to ensure smooth operation and develops effective relationships with guests, business partners.

与所有部门保持沟通，确保酒店正常运营。与宾客、商业伙伴发展有效的人际关系。

Work Conditions / 工作条件:

- Regular hours with extra times occasionally.

正常工作时间，偶尔有加班。

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