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Title:	Guest Relations Manager
职位	宾客关系经理
Department:	Front Office
部门	前厅部
Hierarchy:	Front Office Manager
汇报对象	前厅部经理
Direct Subordinates:	Guest Relation Officer
直接下属:	宾客关系主任
Category:	L4
级别:	4级

Scope / 职能范围

- Manages the areas of Guest Relation department, Guest relation Officer in order to ensure customer satisfaction and to maximize the profit of the hotel.
管理巴伐利亚宾客关系部门，确保客户满意度以及酒店收益最大化。
- Monitors departmental control systems to ensure that costs are controlled, forecasted revenues and occupancies are obtained and that the product quality standards are maintained.
监督部门控制系统，确保控制部门成本，获得酒店收益预测以及入住率等信息，维持产品质量标准。
- Manages the Human Resources within the department, ensuring that the work climate is in compliance with the company policies and procedures and to maintain and develop the skills and knowledge of the related staff.
管理部门人力资源，确保部门工作环境符合酒店政策程序，维持并提高相关员工岗位技能以及知识标准

Responsibilities and Obligations/职责及义务

- Ensures that the main responsibilities of the different sections of the Guest Service Department are implemented accordingly.
确保巴伐利亚宾客关系各分部门履行相应的职责。
- Monitors the Guest Services department quality service and to ensure conformity to company operating standards, procedures and local regulations in order to achieve customer satisfaction and to preserve the XYZ Hotels & Resorts quality standards.
监督巴伐利亚宾客关系部门的服务质量，确保服务符合酒店运营标准，程序以及当地法规，以获得客户满意度，保持巴伐利亚国际酒店质量标准。
- Ensures that all staff in each section are effectively trained as per the company policies and procedures in order to meet and exceed the customers expectation of services.
确保各分部门所有员工根据酒店政策程序接受有效的培训，以满足并超越客人对服务的期望。
- Ensures the Guest Services areas are 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.

确保巴伐利亚宾客关系区域维持良好的环境以及整洁。监督维护申请程序，定期对客房，走廊，大堂，公共客厕等区域进行检查，以确保各区域得到应有的维护，并始终保持整洁。

- Applies the standards of appearance and hygiene on all staff.
所有员工执行酒店仪容仪表以及卫生标准。
- Monitors guest services staff to ensure those known repeated guests and other VIP's receive special attention and recognition.
监督巴伐利亚宾客关系员工，确保酒店的常客以及其它贵宾获得特殊关注以及照顾。
- Handles effectively all guest complaints concerning the guest services department, taking corrective action to prevent recurrence and convert the guest into a repeated customer.
有效处理与巴伐利亚宾客关系部门相关的客人投诉，采取纠正措施避免此类情况再次发生，并将客人转为回头客。
- Co-ordinate proper actions with other departments, inform Front Office Manager i.c. of rooms. Review all log books related to the department daily and take corrective action when necessary.
与各部门协调，并向主管部门的前厅部经理报告，每日审阅与部门相关的所有日志，必要时采取纠正措施。
- 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，当局以及中介机构建立有效的合作关系，为酒店创造最佳商机以及良好的社区关系。
- Works closely with the Housekeeping department to turn rooms around with a minimum of lost time and to allocate arriving guests to accommodation.
与管家部紧密合作，与最短的时间内保持客房交替运转，妥善安排抵店客人入住。
- Maintains a close coordination between Guest Services and other departments such as Club Bavaria, Housekeeping, Food and Beverage, Sales and Engineering.
与宾客服务中心以及其它如管家部，餐饮部，销售部，工程部等部门紧密协调。
- Conducts daily briefings within the department where daily operational information is provided to the staff.
组织召开部门晨会，为员工提供当天的运营信息。
- Conducts a monthly departmental meeting where the staff could express them selves and give new ideas for the operation.
组织召开月度部门会议，供员工表达想法，为部门运作纳入新思想。
- Conducts evaluations and appraisal skills meeting every six months to reevaluate the staff and make development plans for them.
每六个月组织一次员工技能评估会，对员工进行评估并为其制定个人发展计划。
- Ensures that all tasks of the different sections of the guest services department are implemented by the staff as per the policies and procedures of the hotel.
确保员工在完成巴伐利亚宾客关系各部门工作时，遵守酒店政策程序。
- Maintains careful control over costs in the Guest Services department such as overtime, room supplies etc.
控制巴伐利亚宾客关系部门营运成本，如加班，客房物资等。
- Analyses and approves room allocation, VIP amenities and up-grades attribution according to the internal policies and procedures.

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根据店内政策程序，分析并批准客房分配，贵宾专用备品以及客房升级等事宜。

- Assists the management in the preparation of the annual budget, forecasts, replacements and investments planning and capital projects.
协助上级管理人员准备年度预算，预测，替换及投资计划和资本项目。
- 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，其他行政管理以及运营物资，资产处于良好的状态。
- 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，积极员工始终提供高品质的对客服务。
- Selects new Guest Services employees who meet position specifications in accordance with the company policies and procedures.
根据酒店政策程序筛选符合岗位要求的巴伐利亚宾客关系员工。
- Ensures Guest Services policies and procedures manuals, service standards, tasks lists and job descriptions are complete and kept up-to-date at all time.
确保完成巴伐利亚宾客关系的政策程序手册，服务标准，任务清单以及岗位描述，并且随时对其进行更新。
- Ensures all staff is thoroughly familiar with the Hotel's emergency procedures.
确保所有员工均熟悉酒店应急程序。
- Knows and applies all corporate and local Operational Standards as well as local authorities requests and ensure they are implemented.
了解并遵守巴伐利亚酒店集团及酒店运营标准，当局标准。
- Assists all subordinates in the accomplishment of their job description.
帮助下级员工履行其岗位职责。
- Sets up and maintains ongoing training programs in the Guest Services department in conjunction with the Personnel & Training Manager.
与人事以及培训经理一起，建立并维系巴伐利亚宾客关系部在岗培训计划。
- Maintains a monthly overview of vacation and public holiday balance of all his staff and delivers a monthly consolidated summary to the Personnel Manager.
每月对员工的假期以及法定假日休假情况进行统计，并向人事经理提供当月汇总表。
- Assists in the annual development of a 5 years business plan as related to the rooms department taking into consideration both company strategy and local economic and development factors.
协助5年商业计划的年度发展与房务相关部分的制定，并在制定方案时考虑时考虑到酒店战略以及当地经济与发展因素。
- Knows and uses the company marketing programs and ensure that all staff are fluent in the use of these programs.
了解酒店的市场营销方案，确保相关员工熟练运用该方案。
- Knows the operational use and available facilities of the PMS.
了解酒店管理系统的运营功能以及其它可用设施。
- Ensures that Guest Services employees promote inter-hotel sales and in-house facilities.
确保巴伐利亚宾客关系部的员工推广店内销售项目以及店内设施。

Security, Safety and Health/保障，安全与健康：

- Maintains high confidentiality in regards to guest privacy.

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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，及时向总经理以及安保部门汇报。
- 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.
遵守所有紧急疏送预案，以保证客人以及员工安全。
- 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 of English and two (2) other languages.
良好的英文及其它两种语言能力
- Five (5) years experience in 5 Star Hotel.
至少5年5星级酒店工作经验
- Good knowledge of Microsoft Excel, Word, Out look.
熟练掌握Microsoft 办公软件，如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.
与其他所有部门联系，确保酒店的正常运营，与宾客，商业伙伴，当地社区，当局以及各类媒体建立有效的联系，为酒店创造最佳商业机会和社区联系。

Work Conditions: 工作条件

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

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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