

	<b>RESOURCE LIBRARY</b> <b>STRUCTURE &amp; ORGANISATION</b> <b>Job Description</b>	<i>CODE:</i> 02.04.106 <i>EDITION:</i> 1 <i>PAGE</i> 1 OF 4
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**Title:** Guest Relations Officer  
职位 宾客关系主任

**Department:** Front Office/Guest Services  
部门 前厅部/宾客关系部

**Hierarchy:** Guest Service Manager  
汇报对象 宾客关系经理

**Direct Subordinates:** N/A  
直接下属 不适用

**Category/Level :** L6  
类别 /级别 6级

#### **Scope/职能范围:**

- To provide our guests with friendly, professional and personalized services and to ensure their satisfaction.  
为客人提供热情，专业以及个性化的服务以保证客人的满意度.
- To deal with guests problems and complaints and to provide adequate solutions in adequate timing.  
应对客人的问题和投诉，在适当的时机提供适当的解决办法

#### **Responsibilities and Obligations/职责以及义务:**

- Implements the duties and responsibilities of the Guest Relations department according to the company policies and procedures in order to achieve customer satisfaction and to preserve the XYZ Hotels & Resorts quality standards.  
根据巴伐利亚国际酒店集团的政策程序履行宾客关系部的职责及责任，以最终获得宾客满意度。
- Ensures the guest receives the adequate services as per the original request and that concerned departments are aware of any necessary requirements.  
确保宾客收到的服务是按照其最初的要求提供并且各相关部门均知悉相关的必要要求。
- Ensures those known repeated guests and other VIP's receive special attention and recognition.  
确保酒店回头客以及其它贵宾受到特殊的关注以及接待。
- Handles effectively all guest complaints and convert the guest into a repeated customer.  
有效处理所有来自宾客的投诉并将这些客人转化为回头客。
- Fulfils all shift tasks list such as preparing pre-registration cards, personal welcome letters, VIP guest amenities, special wishes and needs requested in advance, transfers and airport pick-ups, flight ticket confirmation...  
完成各个的任务列表，如准备预注册卡，欢迎信，贵宾专用物品或其提前提出的特殊愿望及要求，物品运输，机场接机服务，机票确认等。
- Co-ordinates proper actions with other departments and informs Guest Services Manager accordingly.  
与其它部门一同采取相应措施并告知宾客关系经理。
- Monitors maintenance requests and regularly inspects guest rooms, corridors, lobby, public toilets, etc. to ensure proper maintenance and cleanliness.

管理设备维修请求，并定期检查客房，走廊，大堂，公用洗手间等，确保以下区域得到良好的维护并保持整洁。

- Ensures the Guest Relations areas are maintained in excellent condition and cleanliness.  
保证客户关系区域处于良好的状态并保持整洁。
- Follows up with the different concerned department in order to deliver the correct service on due time as per the XYZ Hotels & Resorts policies and procedures.  
根据巴伐利亚国际政策程序，跟进其它相关部门并在需要时提供正确的服务。
- Develops effective relationships with guests in order to create optimal business opportunities for the hotel.  
建立良好的宾客关系为酒店制造商业机会。
- Calls on regular basis guests in house and develops on going guest contacts through seasons greetings, birthdays, special events and activities.  
给予在店客人基本的问候并且通过节日祝贺，生日，特殊事件和活动加强与客人的沟通。
- Works closely with the Housekeeping department to turn rooms around with a minimum of lost time and to allocate arriving guests to accommodation.  
与客房部紧密合作，在有限的时间内完成房间清理以便入店宾客入住。
- Maintains a close coordination with other departments such as Front Office, Executive Club, Housekeeping, Food and Beverage, Sales and Engineering.  
与其他部门，如前厅部，行政楼层，客房部，餐饮，销售和工程密切配合。
- Maintains an up to date knowledge of the hotel and local services, supplies information and responds to guest queries.  
不断更新酒店以及当地服务，供应信息以及时回复宾客回复。
- Keeps an updated guest profiles through the guest profile system.  
通过宾客信息系统的了解最新宾客信息。
- Deals promptly, efficiently and pleasantly with any queries.  
及时有效愉快地回答来自宾客的疑问。
- Applies the standards of appearance and hygiene on all staff.  
确保全体员工遵守仪容仪表及卫生标准。
- Blocks rooms and communicates with F & B for VIP treatments following the standard procedure.  
根据标准程序为贵宾保留房间并与餐饮部进行沟通。
- Ensures groups are met and checked-in with welcome drinks and hand towels etc.  
确保团队的满意并且在办理入住时为客人提供欢迎饮品和毛巾等等
- Compiles and sends to the limousine company a list of all guests with a transportation requests to / from the hotel.  
向轿车公司提供提出往返酒店交通要求的宾客名单。
- Maintains awareness of sales opportunities, maximizes revenue, meets and exceeds guest expectations.  
把握销售机会，提高销售意识，最大限度地提高收益，满足并超越客户的期望。
- Promotes inter-hotel sales and in-house facilities.  
推广酒店销售以及店内设施。
- Establishes, promotes and maintains good public relations and enhances sales for the hotel at every opportunity.  
建立，促进和维持良好的公共关系，抓住每一个机会提高酒店销售业绩

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- Passes sales leads to the Sales Department.  
为销售部门提供销售渠道。
- Knows and uses the company marketing programs and be fluent in the use of these programs.  
熟悉并使用公司营销系统并熟练应用。
- Knows the operational use and available facilities of the PMS.  
了解酒店管理系统的操作及其它可用功能。
- Be thoroughly familiar with the Hotel's emergency procedures.  
熟悉酒店的紧急程序。
- Co-operates in the performance of any reasonable task requested by the management.  
完成上级管理层安排所有的合理任务
- Adheres to all hotel policies and procedures.  
遵守酒店所有的政策和程序

#### **Competencies/能力要求:**

- Good command of English and 2 other languages  
良好的英文及其它两种语言能力
- 3 years experience in 5 star hotels  
至少3年5星级酒店工作经验
- Good knowledge in Microsoft Excel, Word, Outlook, Fidelio or similar PMS  
熟练掌握Microsoft 办公软件, 如Excel, Word, Outlook, Fidelio并且熟知PMS

#### **Security, Safety and Health/保障, 安全与 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。

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### 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。

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