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Title: Chief Concierge

职位 礼宾部经理

Department: Guest Service

部门 宾客关系

Hierarchy: Guest Service Manager

汇报对象 宾客关系经理

Direct Subordinates: Bell Captain

直属下级 行李领班

Indirect Subordinates: Doormen, Bell Boys, Valet Parking, Drivers

非直属下级 门童, 行李生, 泊车员, 司机

Category: L4

级别

Scope / 职能范围:

- Manages the areas of the uniform services section (Valet Parking, Transportation, Concierge and Bell Desk services) in order to ensure customer satisfaction and to maximize the profit of the hotel.
主要负责管理统一服务区域（泊车, 接送, 礼宾及行李台服务），确保顾客满意度，实现酒店利润最大化。
- Monitors departmental control systems to ensure that costs are controlled, forecasted revenues are obtained and that the product quality standards are maintained.
通过监督部门控制体系控制成本，获取预测收益信息，维持酒店产品质量标准。
- Manages the Human Resources within the department, ensuring that the work climate is in compliance with the company policies and procedures and maintaining and developing the skills and knowledge of the related staff.
管理部门内部人力资源，确保工作环境符合公司政策程序，保持并提高相关员工工作技能及岗位知识。

Responsibilities and Obligations / 职责及义务:

- Ensures the duties and responsibilities of the uniform services section are applied as per the policies and procedures of XYZ Hotels & Resorts.
确保酒店统一服务区域的任务及职责的履行符合巴伐利亚政策程序。
- Receives guests in a professional and friendly manner, satisfying guest expectations from arrival through to departure.
以最专业最友善的方式接待客人，在宾客抵店到离店过程中始终确保宾客对服务满意。
- Deals with any complaint, taking action as appropriate and communicating it to the Guest Services Manager.
处理投诉，采取合理措施并与宾客关系经理沟通。
- Maintains effective communication with all related departments to ensure smooth service delivery.
与其相关它部门保持有效的沟通，确保服务及时到位。
- Maintains a good working relationship with all Front Office and Guest Services staff.
与前厅部员工及客宾客关系部员工保持良好的工作关系

- Ensures guests are greeted (by name when available) upon arrival and offered assistance at all times.
在客人抵店时递上问候（如可能，以名称呼）并始终提供协助。
- Maintains an up to date knowledge of the hotel services, local places of interest and communicates this to subordinates so they can supply information and respond to guest queries.
随时知晓最新的酒店服务信息及当地名胜古迹，并及时向员工传达，确保员工在面对宾客询问时能够提供信息给予解答。
- Maintains an awareness of guest profiles through the PMS (or any other system in use) guest profile system.
通过酒店管理系统的客户档案系统了解客人信息。
- Ensures that all uniform services staff are neat and clean at all times as per company policies and Procedures.
确保员工根据巴伐利亚酒店国际政策程序，始终以干净，整洁的仪容仪表提供服务。
- Ensures the sections are manned at all times and plans the duty roster according to the business needs.
确保各部门有足够的人员配置，并根据酒店运营需求进行排班。
- Supervises the activity of the Bell Boys, ensuring that the guest luggage is promptly carried from arrival point to room and from room to departure point on check-out according to the policies and procedures.
监管行李员的日常工作，确保根据酒店政策章程，行李被及时的从到达点送至客房（到店时），以及从客房送至出发点（离店时）。
- Regularly checks the uniform services sections are organized and operating in an efficient standard and checklists are completed and forwarded to supervisors.
对统一服务区域进行定期检查，确保统一服务区域以有效的标准组织并运营，并及时完成检查清单上交至主管。
- Ensures that the front of the house, main entrance and lobby are kept in an orderly fashion, clean and tidy at all times.
确保前台区域，酒店大门，大堂始终保持有序，干净整洁。
- Ensures that all faxes, packages and luggage received or/and delivered are logged correctly.
确保正确登记传真，包裹，行李的收货或/及交付。
- Ensures the function board is updated correctly.
确保正确更新酒店活动公告板。
- Conducts daily briefings and monthly communication meetings with the uniform services staff.
组织所有统一服务区域员工参加部门晨会及月度沟通会。
- Ensures that training is provided to the staff in accordance to the training department.
根据培训部的要求，为员工提供培训课程。
- Ensures that all uniform services staff are fully aware of the emergency, health and safety procedures.
确保统一服务区域的员工完全了解紧急，健康及安全程序。
- Reports any equipment repair to the maintenance department and follows up on the requests.
及时向工程部门报告设备故障，并跟进维修申请。
- Ensures a smooth and efficient movement of guest luggage for storage, arrivals and departures.
确保顺利高效的运送需要储存，抵达及离店的宾客的行礼。
- Communicates to the uniform services staff all information concerning internal promotions.
向统一服务区域员工传达所有店内促销信息。
- Promotes the hotels' promotions, outlets and special events at all times.
始终推广酒店促销活动，设施及特色活动。

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- Maintains an awareness of competitors rates and occupancy levels.
关注竞争对手房价以及入住率。
- Maintains an awareness of rates level to be sold on a daily basis and occupancy levels.
关注每日房间售价和入住率。
- Co-operates in the performance of any reasonable task requested by the management.
协助完成上级管理人员要求的其它合理任务。
- Adheres to all hotel policies and procedures.
遵守酒店政策程序。

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, 避免伤及自身及它人。
- 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 one other language.
良好英语及另一门语言能力。
- 5 years experience in 5 star hotels
5年以上五星级酒店工作经验。
- Good knowledge in Microsoft Excel, Word, Outlook, Fidelio or similar PMS
熟练的使用Microsoft办公软件, 如Excel, Word, Outlook以及Fidelio或者类似的酒店管理系统。

Interrelations / 相互联系:

Liaises with all departments to ensure smooth operation and develops effective relationships with guests.
与其它所有部门互相沟通, 保证酒店良好运作, 建立有效的宾客关系。

Work Conditions / 工作条件:

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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