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<u>Title:</u> 职位	Bell Captain 礼宾部领班
<u>Department:</u> 部门	Concierge 前厅-礼宾部
<u>Hierarchy:</u> 汇报对象	Chief Concierge 礼宾部经理
<u>Direct Subordinates:</u> 直属下级	Bell Boys, Doormen, Driver 行礼生, 门童 司机
<u>Indirect Subordinates:</u> 非直属下级	N/A 不适用
<u>Category:</u> 级别	L5 5级

Scope / 职能范围:


- Manages the areas of the Bell Desk section (Concierge and Bell Desk services) in order to ensure customer satisfaction and to maximize the profit of the hotel.
管理行礼台区域（礼宾和行礼生服务），最终确保顾客满意度，达到酒店利润最大化。
- Monitors departmental control systems to ensure that costs are controlled, forecasted revenues are obtained and that the product quality standards are maintained.
监督部门控制体系控制成本，预测收益并保证产品质量标准。
- Manages the Human Resources within the section, 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，保证工作方式符合公司政策程序，在原有基础上不断提高相关员工的知识与技能。

Responsibilities and Obligations / 职责及义务:

- Ensures the duties and responsibilities of the Bell Desk section is applied as per the policies and procedures of XYZ Hotels & Resorts.
确保行礼台职责及责任的履行符合巴伐利亚政策程序。
- Replaces the Chief Concierge when absent and ensures the duties and responsibilities of the uniform services sections are applied as per the policies and procedures of the company.
礼宾司不在岗时代管制服服务部，按照巴伐利亚政策程序执行部门的职责。
- 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.
指导行李生日常工作，跟据政策程序，在宾客入店时，迅速将行李从抵店处运送至客房；离店时，将行李运送至退房处。
- 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，离店的宾客行李。
- Receives guests in a professional and friendly manner, satisfying guest expectations from arrival through to departure.
以专业友好的礼仪接待宾客，确保宾客在入店到离店的过程中始终感到满意。

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- Deals with any complaint, taking action as appropriate and communicating it to the Chief Concierge.
处理客诉，采取适当措施并及时向礼宾司报告。
- Maintains effective communication 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，确保服务的顺利提供。
- Maintains a good working relationship with all Front Office and Guest Services staff.
与前厅部所有员工及宾客服务部所有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.
确保在宾客在抵店时送上问候（如可以，以名称呼）并随时提供帮助。
- 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.
了解最新的酒店信息，当地名胜及社区信息并及时向下级员传达，以便其为宾客提供信息回答宾客的问题。
- Maintains an awareness of guest profiles through the Fidelio (or any other system in use) guest profile system.
通过Fidelio宾客信息系统（或者其它系统）了解宾客信息。
- Ensures that all uniform services staff are neat and clean at all times as per BHI policies and Procedures.
确保所有制服服务员工形象符合巴伐利亚政策程序，始终保持干净整洁。
- Ensures the sections are manned at all times and plans the duty roster according to the business needs.
确保所有区域人员合理配合，并跟据业务需要调整班次。
- Regularly checks the Bell Desk section is organized and operating in an efficient standard and checklists are completed and forwarded to supervisors.
对行李接待处例行检查，确保行李服务组织有序，执行有效的标准，及时完成检查清单并交至主管处。
- 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，大堂保持有序，干净整洁。
- Ensures that all faxes, packages and luggage received or/and delivered are logged correctly.
确保传真，包裹，行李收货或/及运送记录准确登记。
- Ensures the function board is updated correctly.
确保酒店活动公告板准确更新
- Ensures that training is provided to the staff in accordance to the training department requirements.
确保跟据培训部的要求，为员工提供培训课程。
- Ensures that all Bell Desk staff is fully aware of the emergency, health and safety procedures.
确保行礼台员工完全了解紧急，健康及安全程序。
- Reports any equipment repair to the maintenance department and follows up on the requests.
及时向维护部门报告设备故障，并跟进维修申请。
- Communicates to the Bell Desk staff all information concerning internal promotions.
向行礼台员工传达所有内部促销信息。
- Promotes the hotel promotions, outlets and special events at all times.
时时推广酒店促销活动，设施及特色活动。
- 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.

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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。
- Five (2) years experience in 5 star hotels.
2年以上五星级酒店工作经验。
- Good knowledge in Microsoft Excel, Word, Outlook, Fidelio or similar.
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:

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

Date : _____

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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