	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	CODE: 02.04.109
		EDITION: 1
		PAGE 1 OF 4


<u>Title:</u> 职位:	Bell Boy 行李员
<u>Department:</u> 部门:	Concierge 礼宾部
<u>Hierarchy:</u> 汇报对象:	Concierge Supervisor 礼宾部主管
<u>Direct Subordinates:</u> 直接下属:	N/A 无
<u>Category:</u> 级别:	L7 7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 Bell Desk and Concierge.
确保为所有客人提供快速, 专业和友好的服务, 为客人提供所有相关的礼宾服务.

Responsibilities and Obligations/职责以及义务

- Applies and implements all tasks, duties and responsibilities as per the XYZ Hotels & Resorts policies and procedures and service standards.
- 按照巴伐利亚酒店政策, 程序和服务标准履行所有任务, 职责和责任.
- Maintain a good appearance at all times respecting the company hygiene policy and procedures.
- 保持良好的仪容仪表, 始终遵循巴伐利亚的卫生政策和程序.
- Greets guests (by name when available), offers assistance at all times and guides them to the section required.
- 问候客人 (可以时称呼客人的名字), 开车门, 始终为客人提供他们所需要的指引和帮助.
- Receives guests in a professional and friendly manner, satisfying guest expectations from arrival through to departure.
- 以专业和友好的方式接待客人, 从到店到离店满足客人的期望.
- Escorts guests to their rooms if requested, points out the nearest fire escape and briefs guests on facilities in the room and assists them in unfolding their luggage.
如果需要陪同客人到房间, 为客人指出最近的消防通道并介绍房间设施, 同时为其提供行李帮助
- Watches for any unusual person or activities and report them to his supervisor.
观察任何异常的的人物或者行为活动, 并及时报告上级.
- Maintains an up to date knowledge of the hotel and local services supplying information and responding to guest queries.
随时更新最新的酒店以及店内服务咨询并及时就宾客的疑问做出解答.
- Maintains awareness of guest profile through Opera or similar guest profile system.
保持客人资料的更新通过Opera系统或者是客史系统.
- Attends all guests' requirements and reports on the spot all complaints to his supervisor.


	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	CODE: 02.04.109
		EDITION: 1
		PAGE 2 OF 4

注意所有客人的要求，并将客人投诉上报给上级

- Ensures that the guest luggage is carried from arrival point to room and from room to departure point on check-out.
保证客人的行李被搬运从到达房间到结账离开房间
- Deals promptly, efficiently and pleasantly with incoming calls.
迅速，有效，愉快的处理来电
- Handles all messages, mails and packages for guests and staff ensuring they are delivered at the appropriate time in a professional manner.
为客人处理所有的留言，邮件和包裹，并且员工在适当的时候以专业的方式为客人送达。
- Delivers morning newspaper to rooms.
送晨报到客人房间
- Maintains the daily function board and Opera or similar notice board.
维护日常功能板和或类似公告板
- Replaces doorman whenever necessary.
当需要时替换门童的工作
- Moves promptly luggage from one room to another in case of room changes.
换房时迅速的把行李从一个房间拿到另一个房间
- Suggestively sells hotel promotions, outlets and facilities at all times.
在任何时候促进酒店的促销，网点活动
- Regularly checks the lobby and front of the house area, ensuring it is clean and tidy.
负责日常检查大堂和房间区域，保证整洁和整齐。
- Ensures Concierge desk and store room is clean tidy and well organized.
确保礼宾台和存储房间干净整洁，井井有条
- Applies the reporting and logging procedures as instructed.
申请应用报告和日志记录程序作为指导
- Establishes, promotes and maintains good public relations while meeting and exceeding guest expectations.
建立，促进和维持良好的公共关系，同时满足并超越客人的期望
- Maintains regular and effective liaison and a good working relationship with the front of the house sections and other departments.
保持经常和有效的联系，并与客房部和其他部门保持良好的合作关系
- Receives from General Stores all front of the house stationary and stocks and delivers to the department concerned.
从总仓那里拿到存储的货物并且送达相关的部门
- Maintains an awareness of the car park and front entrance at all times.
时刻注意停车场和门前的停车情况
- Co-operates in the performance of any reasonable task requested by the management.
配合管理层完成一些合理分配的工作
- Adheres to all hotel policies and procedures.
遵循酒店的规章制度

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

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	CODE: 02.04.109
		EDITION: 1
		PAGE 3 OF 4

- 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.
遵守所有紧急疏散预案，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.
良好的英文能力
- One year experience in 5 star hotels.
一年五星级酒店的经验

Interrelations/互相联系:

Liaises with other members of the team and all sections of the uniform services department to ensure smooth operation and develops effective relationships with guests.

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

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.109
		<i>EDITION:</i> 1
		<i>PAGE</i> 4 OF 4

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