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<u>Title:</u> 职位	Doorman 门童
<u>Department:</u> 部门	Guest Services 宾客服务
<u>Hierarchy:</u> 汇报对象	Bell Captain 行李领班
<u>Direct Subordinates:</u> 直属下级	N/A 不适用
<u>Indirect Subordinates:</u> 非直属下级	N/A 不适用
<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:

- 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。
- Maintains a good appearance at all times respecting the company hygiene policies 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), opens the car doors, offers assistance at all times and guides them to the section required.
问候客人（如可能称呼其姓名），为其开车门，始终为客人提供他们所需的指引和帮助。
- Receives guests in a professional and friendly manner, satisfying guest expectations from arrival through to departure.
从宾客抵店到离店过程中，始终以专业和友好的方式接待，满足宾客期望。
- Bids farewell to hotel guests, and assists with luggage.
客人告别并协助客人拿行李。
- Handles guests' luggage in a careful and professional manner and accurately hands over to Bell Boy giving the numbers of units.
以细心和专业的方式运送宾客行李并按照编号准确无误的将行李交予行李员。
- Advises guests where to park cars / offers to park cars and maintains a professional and accurate valet service as per the BHI policies and procedures.
告知宾客将车辆停放于何处并告知停车位，按照巴伐利亚国际酒店集团政策程序提供专业精准的泊车服务。
- Keeps car park and front driveway clean and tidy ensuring no undesirable cars are present.


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保持停车场和车道清洁，确保停车场上无违规停泊车辆。

- Arranges taxis for guests.
为客人提供叫车服务。
- Watches for any unusual person or activities and report them to his supervisor.
发现任何异常的人员或行为时及时向上级报告。
- Maintains an up to date knowledge of the hotel and local services supplying information and responding to guest queries.
了解最新的酒店信息和本地服务信息，以回复宾客疑问。
- Maintains awareness of sales opportunities, maximizing revenue.
抓住所有销售机会，最大限度的提高收益。
- Maintains awareness of guest profile through Fidelio or similar guest profile system.
通过Fidelio客户信息系统（或其它系统）了解宾客信息。
- Attends all guests' requirements and reports on the spot all complaints to his supervisor.
了解所有客人的需求，把投诉准确的上报主管。
- Deals promptly, efficiently and pleasantly with incoming calls.
快速，高效和友好的接听电话。
- Implements and applies all Bell Boy tasks whenever requested by the direct supervisor.
完成由直属上级要求的所有行李生工作职责。
- Suggestively sells hotel promotions, outlets and facilities at all times.
有意识销售酒店的促销活动，餐饮设施以及酒店设施。
- Regularly checks the lobby and front of the house area, ensuring it is clean and tidy.
定期检查大堂，礼宾台前和入口处的卫生情况，确保始终保持整洁。
- Ensures concierge desk and store room is clean tidy and well organized.
确保礼宾台和行李房干净整洁，摆放有序。
- Establishes, promotes and maintains good public relations while meeting and exceeding guest expectations.
在满足并超越宾客期望的过程中建立，推广并维系良好的公共关系。
- Maintains regular and effective liaison and a good working relationship with the front of the house sections and other departments.
与酒店一线部门及其它部门保持日常有效的良好工作关系。
- Maintains an awareness of the car park and front entrance at all times.
维护停车场和酒店入口的秩序。
- 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。

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- 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.
良好的英语语言能力。
- One (1) year experience in 5 star hotels.
至少一年五星级酒店工作经验。

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

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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