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<u>Title:</u> 职位	Executive Lounge Hostess 行政酒廊领位
<u>Department:</u> 部门	Executive Lounge 行政酒廊
<u>Hierarchy:</u> 汇报对象	Reporting to Executive Lounge Manager 行政酒廊经理
<u>Direct Subordinates:</u> 直属下级	Executive Lounge Valet 巴伐利亚行政酒廊服务员
<u>Indirect Subordinates:</u> 非直属下级	N/A 不适用
<u>Category/Level:</u> 类别/级别	L6 6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 Executive Lounge ensuring customer satisfaction and maximizing the profit of the hotel.
为宾客提供迅速、专业、友好的协助，并提供所有与行政酒廊相关的服务，最终确保宾客满意度，使酒店利润最大化。

Responsibilities and Obligations / 职责及义务:

- Ensures the conformity to the company operating standards, procedures and local regulations in order to achieve customer satisfaction and to preserve the XYZ Hotels & Resorts quality standards.
确保服务遵守酒店运营标准，程序以及店内守则，以确保宾客满意度及质量标准。
- Ensures a smooth operation at the Executive Lounge and fulfils all tasks and duties of the Executive Lounge as per the company policies and procedures and handles day to day functions such as arrivals and departures and information requests.
确保巴伐利亚行政酒廊顺畅运营，确保行政酒廊相关工作及职责的履行符合巴伐利亚酒店管理集团的政策程序，处理日常工作如入店，离店，回答询问信息。
- Maintains a high performance standard, knowledgeable, friendly and courteous when dealing with the guest. Maintains an up to date knowledge of the hotel product and local services and supplies information and responds to guest queries.
服务宾客时，始终表现得专业，机敏，友好，有礼节。及时理解最新的酒店产品及店内服务信息，以便在宾客询问时给予回答。
- Checks VIP suites and amenities and updates guest profiles with preferences and special requests and updates the information to be correct and current.
检查VIP套房及客房备品，及时并准确地将宾客偏好及特别要求更新至客户档案。
- Ensures guests receive prompt, warm attention and personal recognition.
确保宾客收到及时，热情的关注个个性化的服务。。


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- Receives guests in a professional and friendly manner, satisfying guest expectations from arrival through to departure. Greets guests by name when available on their arrival ensuring they feel expected and welcomed, escorts them and explains the hotel and suites facilities and services.
以专业友好的礼仪接待宾客，从宾客抵店到离店过程中始终提供另其满意的服务。如可能，在宾客抵店时以名称呼，使其感受到我们对其到来的期待和欢迎，护送宾客的同时向其介绍酒店及套房设施和服务。
- Provides secretarial assistance to the guests and ensures smooth running of the Business Center checking that all in/out faxes, messages are delivered.
为宾客提供秘书服务，确保商务中心的正常运营，检查所有来往传真，信息接收及发送。
- Ensures that the business center is always in order and ensures that all supplies needed are available.
确保商务中心秩序井然，确保所有物品正常供应。
- Ensures those known repeated guests and other VIP's receive special attention and recognition. Escorting VIP's to their rooms when necessary.
确保对酒店熟客以及其它贵宾给与特别的关注。必要时将贵宾护送至客房。
- Takes necessary actions in the day to day EXECUTIVE LOUNGE functioning, follows-up on shift check lists and daily reports.
参与巴伐利亚行政酒廊各项工作，跟进班次检查清单以及日报告。
- Blocks suites for Executive Lounge guests and coordinates with Guest Relations regarding amenities.
为巴伐利亚行政楼层宾客预备客房并与宾客关系部沟通客房备品内容。
- Prepares next day and same day amenities requests.
准备次日以及当日的备品申请。
- Reviews folios one day prior departure to ensure that charges and billing instructions are correct.
宾客离店前一天检查账单，确保客房收费，账单准确。
- Handles effectively all guest complaints, co-ordinates proper actions with other departments and informs the supervisor and follows up.
迅速地处理客诉，与其它各部门协调采取相应措施，报告主管并跟进。
- Ensures high level of appearance and grooming.
确保仪容仪表始终保持酒店标准。
- Ensures that the guest receives the accommodation he/she is expecting.
确保满足宾客住房期间的需求。
- Maintains effective communication and good working relationship with all related departments to ensure smooth service delivery.
与相关部门维持有效沟通以及良好的工关系，确保各类服务及时提供。
- Serves drinks to guest and assist waiters whenever necessary and ensures that the lounge is always manned.
为宾客提供饮料，在必要的时候协助服务员，确保行政酒廊营运期间始终有人值班。
- Maintains awareness of guest profiles through the Opera guest profile system or other similar system.
通过Fidelio或其它类似宾客信息系统了解宾客资料。
- Knows the PMS functions, processes accounts from check-in through to check-out, ensures posting of food and beverage and ancillary charges.

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了解酒店管理系统功能，处理从入住及离店的账务信息，确保食品，酒水及其它附属费用记入账单。

- **Receives payment by cash, check, credit card or account, adhering to company Credit Policy and provides Currency Exchange service.**
跟据巴伐利亚信用政策，以现金，支票，信用卡或账户形式收取费用，并提供货币兑换服务。
- **Balances accounts of day's business at end of shift.**
当日班次结束时对当天账务进行结算。
- **Records all instances of refused business, with reasons for refusal.**
将当天被拒业务登记在册，并标注被拒原因。
- **Checks the City Ledger bills at the end of the shift to ensure that the billing and attachments are correct.**
在当日班次结束时检查同城挂账账单，确保所有账单及账单附件的准确。
- **Deals with all guests personal requests such as flight re-confirmation, meeting schedules, secretarial liaising requirements.**
处理所有客人的要求，如航班确认，会议日程，或者秘书服务需求等。
- **Ensures that the supervisor is informed of all developments and complaints on the EXECUTIVE LOUNGE.**
向部门主管报告巴伐利亚行政酒廊所有的业务情况以及投诉信息。
- **Reports all handover issues in the log book.**
在日志中记录所有移交问题。
- **Implements all tasks related to his/her duties according to the policies & procedures of the hotel.**
根据酒店政策章程履行与其职责相关的工作任务。
- **Daily checks billing instructions and guest credit for accuracy and compliance with hotel credit policy.**
每日检查账目说明，核实宾客信用，遵守酒店信贷政策。
- **Maintains operational equipment, computers, other administrative and operating supplies, assets in excellent condition.**
维护运营设备，电脑，其它行政管理及运营物品、资产等始终保持良好的状态。
- **Maintains appropriate standards of conduct, dress, hygiene, uniform appearance and posture.**
维持良好的行为，着装，卫生以及制服及身姿标准。
- **To be familiar with the Hotel's emergency procedures.**
熟悉酒店紧急程序。
- **Assists all colleagues in the accomplishment of their job description when needed.**
必要时协助其它所有同事完成其岗位职责。
- **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合理任务安排。
- **Adheres to all hotel policies and procedures. Acts as Supervisor when absent.**
遵守酒店政策程序，在主管不在岗时兼代其工作。
- **Knows and uses the company marketing programs.**
了解并运用公司的市场营销计划。
- **Knows the operational use and available facilities of the PMS.**
了解酒店管理系统的运营模块以及可用功能。

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- Promotes all EXECUTIVE LOUNGE facilities and services, inter-hotel sales and in-house facilities.
推广所有巴伐利亚行政酒廊设施及服务，店内销售产品和店内设施。
- Performs other related duties and special projects assigned involving a great deal of guest relations tasks.
履行其它岗位相关职责以及其它已分配的与宾客关系有关的特殊任务。
- Cooperates in the performance of any task requested by management and adheres to all policies and procedures.
完成上级管理人员要求的其它工作任务，并遵守所有的政策程序。

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.
熟练掌握英语以及另外一门语言。
- Three (3) years experience in 5 star hotels.
至少3年5星级酒店工作经验。
- Good knowledge of Computer: FIDELIO or similar PMS system.
熟练的计算机操作技能，熟悉Fidelio或者其它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, business partners.

与其它所有部门合作，确保酒店顺利运作，建立有效的宾客以及业务合作关系。

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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