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<b><u>Title:</u></b> 职位	<b>Executive Lounge Valet</b> 行政酒廊管家
<b><u>Department:</u></b> 部门	<b>Executive Lounge</b> 行政酒廊
<b><u>Hierarchy:</u></b> 汇报对象	<b>Reporting to Executive Lounge Supervisor</b> 向行政酒廊主管报告
<b><u>Direct Subordinates:</u></b> 直接下属	<b>N/A</b> 不适用
<b><u>Indirect Subordinates:</u></b> 非直接下属	<b>N/A</b> 不适用
<b><u>Category/Level:</u></b> 级别	<b>L6</b> 6级

#### **Scope/职能范围:**

- To ensure a quick, professional and friendly assistance to all our guests staying in the Bavaria Club Lounge and to provide them with all the services related to the Bavaria Club Lounge.  
在宾客入住行政酒廊楼层期间为宾客提供迅速、专业、友好的协助，并提供所有行政酒廊相关服务。
- To ensure all F&B set-up is provided as per the BHI policies & procedures and to provide the guest with high personalized services.  
确保所有餐饮准备工作符合巴伐利亚酒店管理集团的政策程序，并为宾客提供个性化服务。

#### **Responsibilities and Obligations/责任及义务:**

- Sets-up the breakfast buffet, the afternoon tea service and evening cocktail service in the Executive Lounge.  
负责行政酒廊早餐自助，下午茶，晚间鸡尾酒服务准备工作。
- Prepares the daily inventory of mise-en-place and the maintenance of the stewarding equipment.  
对日常准备工作以及管事设备维护工作进行检查。
- Checks on daily Food and Beverage requirements for the store requisitions.  
检查每日备餐要求，准备仓库领用申请。
- Secures all requisitioned items from the Food & Beverage and general stores for use in the Executive Lounge.  
确保所有向餐饮部以及总仓领用的物品均用于行政酒廊。
- Ensures that kitchen and pantry areas are tidy at all times.  
确保厨房以及食品储藏室始终保持整洁。
- Maintains fresh stocks in refrigerator.  
确保所有鲜品存放在冰柜中。
- Maintains a breakage report and updates the cleaning schedule.  
准备损益报告，更新清洁计划。
- Cleans the tables, ashtrays, chairs, walls and floors at all times.

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对桌面，烟灰缸，座椅，墙面以及地面进行清洁。

- Checks that all Food and Beverage equipment is in good working condition (informs engineering, makes reports and follows-up).
- 检查所有餐饮设备，确保其保持良好的运作状态（告知工程部，准备报告并进行跟踪）
- Is attentive to the high standard of service to all Executive Lounge guests and ensures all needs of the guest are at least met if not exceeded.

确保为行政酒廊客人提供高标准的服务，并确保宾客在入住期间的各类合理需求被满足。

- Co-operates in the performance of any reasonable task requested by the management.  
合作完成上级安排的其它合理工作任务。
- Adheres to all hotel policies and procedures.  
遵守所有酒店政策及程序。


### **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，要保持高机密性。
- 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 .
- 良好的英文应用能力
- Three (3) years experience in 5\* hotels.
- 至少3年5星级酒店工作经验。

### **Interrelations/互相联系:**

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Liaises with other members of the team and all departments to ensure smooth operation and develops effective relationships with guests.

与部门的其它成员以及部门相互联系确保酒店的顺畅运营并与客人建立有效的关系。

**Work Conditions/工作条件:**

Regular hours with extra times occasionally.

日常工作时间，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