

<b>INNARCHIVE</b> .com	<b>RESOURCE LIBRARY</b> <b>STRUCTURE &amp; ORGANISATION</b> <b>Job Description</b>	<i>CODE:</i> 02.04.117
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 5

<b>Title:</b> 职位:	<b>Operator Manager</b> 总机经理
<b>Department:</b> 部门:	<b>Front Office</b> 前厅部
<b>Hierarchy:</b> 直属上级:	<b>Reporting to Front Office Manager</b> 前厅部经理
<b>Direct subordinates:</b> 直属下级:	<b>Telephone Operator Staff</b> 总机员工
<b>Indirect subordinates:</b> 非直属下级:	<b>N/A</b> 无
<b>Category:</b> 级别:	<b>L5</b>

#### Scope/职能范围:

- To ensure smooth operation of the Front desk and involve self to ascertain that the proper Standards are followed to achieve highest possible guest satisfaction and revenue for the Hotel. 确保前台正常运作，以身作则，遵守酒店服务标准，最终达到最高宾客满意度，为酒店带来收益。
- To Supervise and participate in all aspects of the Call Center Department in order to maintain and enhance Guest Services. 管理并参与总机各项工作，以维持并提高宾客服务质量。

#### Responsibilities and Obligations/职责及义务:

- Effectively runs the switchboard and supervises the operators, ensuring incoming calls are given the highest possible service. 确保总机的高效运作，监督指导总机员工，确保来电者获得最优质的服务。
- Receives guests calls in a professional and friendly manner, ensuring guest expectations are always exceeded. 专业且友好地接听所有宾客来电，确保服务始终超出宾客期望值。
- Handles every query in a polite, professional and courteous manner. 礼貌，专业且友好地回答来电者的每个询问。
- Ensures that the wake up call service is handled effectively and efficiently. 确保及时有效的叫醒服务。
- Ensures that the guests are called by their name whenever possible. 只要可能，在接听电话时称呼客人姓名。
- Ensures that every call is greeted to the required standard. 确保接听电话时的每个问候均达到标准。
- Maintains an up to date knowledge of the hotel and local services and communicates this to subordinates so they can supply information and respond to guest queries. 随时更新酒店知识以及服务信息并告知员工，以便员工能够在宾客问起时提供信息给予答复。
- Maintains an awareness of guest profiles through the PMS guest profile. 通过酒店管理系统了解宾客信息。

- Deals with any complaint, takes action where appropriate and communicates this to the Front Office Manager or Senior Manager when not available.  
处理客诉，及时采取合理的措施，并与前厅经理沟通。前厅经理不在时，与高级经理沟通。
- Maintains an awareness of sales opportunities maximizing revenue.  
保持良好的销售意识，以实现收益最大化。
- Establishes, promotes and maintains good public relations while meeting or exceeding guest expectations.  
在达到并超越客人期望的同时，与宾客建立，提升并维持良好的公共关系。
- Maintains effective communication with all related departments to ensure smooth service delivery.  
与各部门保持良好沟通，以确保顺利提供各项服务。
- Maintains a good working relationship with all Front Office staff particularly Switchboard Operators.  
与前厅部员工，特别是总机员工保持良好的工作关系。
- Provides input during inter- departmental meetings  
在内部会议中提出建议。
- Covers shifts and performs telephone operator duties  
根据班次，履行总机接线员岗位职责。
- Ensures the department is manned fully at all times and all calls are handled up to the standard  
确保部门正常轮班，所有电话接听达到标准。
- Ensures that the Front Office Manager is kept fully aware of any relevant feedback from customers or other departments.  
及时向前厅部经理报告来自宾客或者其它部门的反馈。。
- Attends department communication meetings.  
参与部门沟通会议。
- Maintains regular and effective liaison between other departments with particular emphasis on front Office.  
与其它部门，尤其是前厅部维持保持日常、有效的沟通关系。。
- Reports to Etisalat or/and Switchboard System Management any faults or adjustments, and changes in communication equipment throughout the hotel after checking with the FOM and Chief Engineer.  
在程控交换系统出错或需要调整时及时向相关供应商/总机系统管理人员报告，并在前厅部经理以及工程总监检查后对通话设备进行调整。
- Ensures all charges for calls are correct and posted accordingly.  
确保所有电话准确收费，并公布资费情况。
- Be aware of telecommunication system in the hotel.  
清楚酒店电话系统。
- Requests and supervises switch maintenance work on a regular basis.  
定期申请并监督交换机的日常维护工作。
- Prepares work schedule & store requisition on a timely basis and establishes and controls the duty roaster according to the business needs.  
及时准备工作计划以及库存需求，根据酒店运作情况调整班次。
- Ensures that the Log book is maintained daily.  
每日更新值班日志。

	<b>RESOURCE LIBRARY</b> <b>STRUCTURE &amp; ORGANISATION</b> <b>Job Description</b>	<i>CODE:</i> 02.04.117 <i>EDITION:</i> 1 <i>PAGE</i> 3 OF 5
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- Identify training needed and conduct training sessions accordingly coordinating with the Department training coordinator.  
确定培训需求，并与部门培训协调员协调组织相应地培训。
- Regularly arranges training and communication meetings with staff.  
组织日常员工培训及沟通会。
- Co-operates in the performance of any reasonable task requested by the management.  
配合完成上级安排的合理工作任务。
- Adheres to all hotel policies and procedures.  
遵守酒店政策章程。
- Ensures all policies & procedures and service standards are applied.  
确保工作严格遵守政策章程及服务标准。
- Complies with the emergency procedures relating to fire and bomb and Strictly abide by the standard policies and procedures governing cases of emergency such as fire, Bomb scare and other critical situations. Ensures that all telephone staff are well trained to handle these situations.  
严格遵守酒店标准章程中火灾，爆炸应急预案，并且在发生火灾，爆炸威胁及其他紧急情况时做好疏导工作。确保总机员工接受培训，掌握类似情况处理办法。
- Abides by the principles of guest privacy  
遵守宾客信息保密原则。
- Ensures that the work area is always clean and tidy  
保证工作环境干净整洁。
- Complies with all the Hotel health, safety and hygiene policy  
遵守酒店所有健康，安全及卫生政策。
- Ensures that follow ups are made on non answered wake up calls  
跟进无应答叫醒电话。
- Keeps record of emergency telephone numbers in prominent position in the telephone  
记录紧急联系电话，并将其置于话机边的明显位置。
- Performs related duties and special projects as assigned  
完成指派的的相关任务及特殊项目。

#### **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.  
适时及时地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，避免伤及自身及他人。
- Anticipates possible and probable hazards and conditions and notifies the Manager.

	<b>RESOURCE LIBRARY</b> <b>STRUCTURE &amp; ORGANISATION</b> <b>Job Description</b>	<i>CODE:</i> 02.04.117 <i>EDITION:</i> 1 <i>PAGE</i> 4 OF 5
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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 two other languages.  
良好英文应用能力并熟悉另外两种语言。
- Three (3) years' experience in the switchboard department in Five Star Hotel.  
有三年或三年以上五星级酒店总机工作经验。
- Good knowledge of a switchboard, hardware (Alcatel, Siemens), Microsoft Office i.e. Excel, Word PowerPoint – optional.  
良好的总机相关知识，熟悉（阿尔卡特及西门子）硬件设施，擅长微软办公软件如Excel, Word PowerPoint等。

#### **Interrelations Interrelations/相互联系:**

- Contact with All departments, Guests, local authorities, business partners.  
与酒店其它部门，宾客，当局及商业伙伴相互沟通。

#### **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。

	<b>RESOURCE LIBRARY</b> <b>STRUCTURE &amp; ORGANISATION</b> <b>Job Description</b>	<i>CODE:</i> 02.04.117  <i>EDITION:</i> 1  <i>PAGE</i> 5 OF 5
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Employee Signature  
员工签字

Date  
日期