

	<b>RESOURCE LIBRARY</b> <b>STRUCTURE &amp; ORGANISATION</b> <b>Job Description</b>	<i>CODE:</i> 02.04.118
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**Title:** Telephone Operator  
职位 总机接线员

**Department:** Front Office  
部门 前厅部

**Hierarchy:** Reporting to Operator Manager  
汇报对象 总机主管

**Direct Subordinates:** N/A  
直接下属 不适用

**Indirect Subordinates:** N/A  
间接下属 不适用

**Category:** L6  
级别 6级

#### Scope/职责范围:

- To ensure smooth operation of the Call Center and involve self to ascertain that the proper Standards are followed to achieve highest possible guest satisfaction and revenue for the Hotel. 确保总机的顺畅运营，工作达到标准，以确保获得最佳的宾客满意度为酒店创造收益。
- To supervise and participate in all aspects of the Call Center Department in order to maintain and enhance Guest Services. 管理并参与到总机的各项工作当中以维持并提高宾客服务质量。

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

- Effectively runs the switchboard ensuring incoming calls are given the highest possible service. 高效地完成总机的各项工作，确保在接听每个来电时提供最佳的服务。
- Receives guests calls in a professional and friendly manner, ensuring guest expectations are always exceeded. 以专业且友好的方式接听宾客来电，确保服务始终超越宾客期望值。
- Handles every query in a polite, professional and courteous manner. 礼貌，专业且恭谦地回答所有询问。
- Ensures that the wake up call service is handled effectively and efficiently. 确保叫醒服务的有效性及高效性。
- Ensures that the guests are called by their name whenever possible. 尽可能称呼宾客姓名。
- Ensures that every call is greeted to the required standards. 确保所有电话接听均符合集团标准。
- Maintains an up to date knowledge of the hotel and local services and supplies information and responds to guest queries. 随时了解最新的酒店以及当地服务及供应信息并回答宾客询问。
- Maintains an awareness of guest profiles through the PMS Guest profile. 通过前台宾客信息系统了解宾客信息。

- Handles any outgoing calls on guest's behalf.  
在宾客授权的情况下处理对外电话。
- Deals with any complaint, takes action where appropriate and communicates this to the Call Center Supervisor or Senior Manager when not available.  
处理宾客投诉并且采取适当的应对措施，必要时与总机的主管或高级管理人员进行沟通。
- Maintains an awareness of sales opportunities maximizing revenue.  
随时把握销售机会，提升收益。
- Maintains effective communication with all related departments to ensure smooth service delivery.  
与所有相关部门保持有效的沟通确保各项服务的提供。
- Maintains a good working relationship with all front of the house staff.  
与所有一线员工保持良好的工作关系。
- Ensures that the Call Center Supervisor is kept fully aware of any relevant feedback from customers or other departments.  
随时向总机主管更新来自宾客或者其它部门的相关反馈。
- Reports to the supervisor any faults or adjustments, and changes in communication equipment throughout the hotel.  
及时将总机主管报告整个酒店话机设备的故障，调整或变动。
- Ensures all charges for calls are correct and posted accordingly.  
确保所有通话收费的正确性并进行公示。
- Be aware of telecommunication system in the hotel. Uses the logging system efficiently.  
了解酒店的整个通话系统。高效使用记录系统。
- Requests and supervises switch maintenance work on a regular basis.  
申请并监督总机日常的维护工作。
- Maintains the guest wake up call sheet and delivers calls accordingly on time and to the established standard.  
更新宾客叫醒服务日程，并及时准时提供服务并建立服务标准。
- Records all personnel that are paged and advises accordingly.  
确保所有个人信息的区分并且做相应的标示。
- Ensures the correct operation of the switchboard to effect the fast and efficient transferring of internal and external calls.  
确保总机工作的正常进行，确保酒店内外部来电的快速转接。
- Takes messages for guests and management to the required standard.  
根据既定的标准为宾客以及管理人员传达信息。
- Co-operates in the performance of any reasonable task requested by the management.  
完成所有由管理人员安排的合理工作任务。
- Adheres to all hotel policies and procedures.  
遵守酒店所有的政策及程序。
- Applies all BHI policies & procedures and service standards accordingly.  
执行巴伐利亚国际酒店集团政策程序以及服务标准。
- 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.

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根据紧急事件政策程序，应对发生火灾，炸弹威胁以及其它危机事件。

- 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.  
确保工作区域始终保持整洁。
- Complies with all the Hotel health, safety and hygiene policy  
执行酒店健康，安全以及卫生政策。
- Ensures that follow ups are made on non answered wake up calls.  
对所有未应答的叫醒服务进行跟进。
- Keeps record of emergency telephone numbers in prominent position in the telephone.  
将紧急电话号码置放在靠近话机边的醒目位置。
- Performs related duties and special projects as assigned  
执行被安排的特殊工作任务。

#### **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.  
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，肢体语言状态及行为。

#### **Competencies/能力要求:**

- Good command of English .  
良好的英文语言能力。
- Three (3) years experience in 5 star hotels  
至少3年5星级酒店工作经验。
- Good knowledge of Microsoft Excel, Word, Outlook, Fidelio or similar PMS  
良好的微软办公软件，Excel,Word,Outlook,Fidelio或者类似的酒店管理系统知识。

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**Interrelations/相互联系:**

Liaises with all departments to ensure smooth operation and develops effective relationships with guests.  
 与所有部门保持联系，确保酒店顺畅的运营并且建立有效的宾客关系。

**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