

<b>INNARCHIVE</b> .com	<b>RESOURCE LIBRARY</b> <b>STRUCTURE &amp; ORGANISATION</b> <b>Job Description</b>	<i>CODE:</i> 02.04.153
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<b>Title:</b> 职位名称	<b>Allrounder</b> 万能工
<b>Department:</b> 部门	<b>Engineering</b> 工程部
<b>Hierarchy:</b> 等级	<b>Reporting to Director of Engineer / Assistant Chief Engineer/Duty Engineer</b> 向工程总监/副总工程师/值班工程师汇报
<b>Direct Subordinates:</b> 直接下属	<b>N/A</b> 不适用
<b>Indirect Subordinates:</b> 间接下属	<b>N/A</b> 不适用
<b>Category:</b> 类别	<b>L6</b> 6级

#### Scope/职责范围:

- Under the guidance and supervision of the Hotel's Engineering Management, maintains and repairs all aspects of the Hotel's physical structure, architectural finishes, soft furnishings, plant and equipment. Minor carpentry, building work and furniture repairs.  
在酒店工程管理人员的指导和监督下，维护和修理所有的酒店物理结构、建筑装饰、室内软装饰、装置及设备等。负责小型木工、建设工程以及家具修理。
- Property preventative maintenance / General repairs and cleaning.  
物业预防性维护/一般维修和清洗。
- Environmental protection, energy and water saving.  
环保、节能、节水
- Engineering Policies and Procedure.  
工程政策及程序。

#### Responsibilities and Obligations/职责和义务:

- Provide a support service to Director of Engineering to assist in meeting the strategic goals of the department.  
为工程总监提供支持服务，以协助实现部门的战略目标。
- Attends to repairs and maintenance of all systems and related equipment of a minor nature based on skill level.  
根据技能水平参与所有系统和相关小型设备的维修及保养。
- Responsible for guest requests for repairs to guestrooms.  
负责满足客人对客房的维修要求。
- Responsible for replacing all faulty lamps within the Hotel as per daily checklist.  
负责根据每日检查表更换酒店内的所有故障灯。
- Carrying out repairs to public areas based on individuals technical knowledge and experience.  
基于个人的技术知识和经验对公共区域进行维修。
- Responsible for performing "Everything in working order" guestroom preventative maintenance.  
负责完成“正常运作的一切”客房的预防性维护。
- Perform general and emergency repairs and maintenance to all plant and equipment based on skill and experience level.  
基于技能和经验水平对所有装置及设备执行一般和应急维修及保养
- Carry out regular inspections of plant and equipment as per the daily checklist.  
按日常检查表对装置及设备进行定期检查。

- Carry out preventative maintenance inspections as per computerised system.  
按电脑化系统要求，开展预防性维护检查。
- Attends to repairs or maintenance of all bathroom / toilet fixtures throughout hotel.  
参加整个酒店的所有浴室/卫生间设施的维修或保养。
- Cleans all storm water drains including building gutters to ensure blockages do not occur.  
清除所有的雨水渠，包括建筑排水沟，以确保不会发生堵塞情况。
- Perform and assist with the Fire Protection Preventative Maintenance Program ensuring all items are inspected as per weekly schedule.  
协助执行防火预防性维护计划，确保按每周日程安排检查所有的项目。
- Review daily log book, rectify or follow up on all items left unsolved from any previous shifts in relation to general handyperson repairs, discuss the same with the Engineering managers.  
审查每天的工作日志，纠正或跟进先前的班次没有解决的所有与一般杂工维修有关的事项，并与工程经理讨论该问题。
- Perform cleaning and tidying of all Hotel engineering related areas including plant rooms, electrical, information systems and plumbing riser shafts, storerooms and engineering workshops.  
负责所有酒店工程相关区域的清洁和整理，包括机房、电气、信息系统和立管井、库房和工程车间。
- Assist engineering trades as required.  
根据需要协助完成其他工程工作。
- Ensure Fire and Engineering safety features operate at peak efficiency.  
确保消防工程安全设备以最高效率运行。
- Ensure proper records are kept relating to all plant and equipment for the hotel.  
确保保存与酒店的所有装置及设备有关的正确记录。
- Ensure proper measures are taken to protect the environment and the Hotel's adherence to it.  
确保采取适当的措施，以保护环境并使酒店达到环保标准。
- Maintain all workshop tools and equipment for the running of handyperson workshop's functions.  
维护保养所有车间工具和设备，使杂工车间各项职能得以正常开展。
- Ensure that the "Everything in working order" trolleys have adequate stock and materials within trolley's and in engineering stores. Raise purchase orders as required.  
确保“所有工作正常开展”手推车及工程库内备有足够的存货和材料。按照要求下采购订单。
- Attend hotel and engineering specific meetings as required.  
按照要求出席酒店和工程方面的专项会议。
- To comply with the grooming and uniform standards as per employee handbook / policy and procedure.  
遵守员工手册/政策和程序中的仪容仪表标准。
- Attend training courses and workshops as scheduled.  
按计划参加培训班和研讨会。
- Participates as a pro-active team member in the Hotel's Energy conservation program by making appropriate recommendations to Engineering supervisors on energy conservation improvements.  
积极主动地向工程主管提出适当的节能改进建议，参与酒店的节能计划。
- Becomes thoroughly familiar with Hotel's emergency procedures and perform assigned duties per Hotel and departmental procedures.  
熟悉酒店的应急程序，并按照酒店和部门程序履行所分配的职责。
- Ensure compliance with legislated workplace health and safety requirements.  
确保工作场所符合法定的卫生以及安全要求。
- Comply with Hotel specific Standards and Procedures.  
遵守酒店的具体标准和程序。
- Ensure all requests for maintenance are carried out within an acceptable time frame.  
确保在一个可接受的时间期限内完成所有的维护请求。
- Assist all engineering associates with maintenance and repairs when required.  
需要时，协助所有工程部员工完成保养和维修。
- Become familiar and operate the Hotel's Building Automation system.

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熟悉和并能够操作酒店的楼宇自动化系统。

- Perform equipment repairs as per manufacturers recommendations.  
按照制造商的建议进行设备维修。
- Repairs and maintenance to the physical building structure including minor installation work as and when required.  
负责实际建筑结构的维修及保养，包括小规模的安装工作及必要的工作。
- Perform all assigned tasks to ensure the works have been completed in a reasonable time frame and to a standard pertaining to the hotel and as set by the Engineering management.  
确保在合时的时间范围内按照酒店以及工程管理标准完成所有被分配的任务。

#### **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:**

- General maintenance aptitude and skill level  
具备常规维修资质和技能水平。
- Understanding of preventative maintenance.  
了解预防性维护的重要性。
- Communication Skills – must be able to speak, read, write and understand the primary language(s) used in the workplace, ensuring good information flow.  
沟通能力 - 必须具备母语的听、说、读、写能力，确保工作场所良好的信息交流。
- Team player  
具有团队合作精神。
- Attention to detail and quality.  
注重细节和质量。
- Information systems knowledge

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具备信息系统知识。

**Interrelations/相互联系:**

Contact with all departments and staff.  
与所有的部门和员工保持联系。

**Work Conditions/工作条件:**

Regular hours with extra times occasionally  
正常工作时间与偶尔的加班时间。

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