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Title: **Steward**

职位名称 管事员

Department: **Food & Beverage**

部门 餐饮部

Hierarchy: **Reporting to Stewarding Supervisor**

等级 向管事部主管汇报

Direct Subordinates: **N/A**

直接下属 不适用

Indirect Subordinates: **N/A**

间接下属 不适用

Category: **L7**

级别 7级

Scope/职责范围:

- To conduct duties in the assigned Place of Work and provide a courteous, creative, efficient and flexible service consistent with Bavaria Hotels International Standards Policies & Procedures in order to maximize guest satisfaction.
- 为使顾客获得最大满意, 应遵守巴伐利亚国际酒店标准的政策和程序, 执行工作地点所分配的职责并提供友好、创新、高效和灵活的服务。

Responsibilities and Obligations/职责和义务:

- To provide a courteous, professional, efficient and flexible service at all times, following Bavaria Hotels International Standards of Performance.
按照《巴伐利亚国际酒店的绩效标准》, 保持提供友好、专业、高效和灵活的服务。
- To perform all duties and tasks in the assigned Place of Work to the standard set.
按照规定的标准执行工作地点所分配的所有职责和任务。
- To be entirely flexible and adapt to rotate within the different sub departments of the Food & Beverage Division or any other Department of the hotel as assigned.
能够完全灵活工作, 并适应酒店餐饮部门分部或其他部门的分配的轮换任务。
- To perform all duties and tasks when rotated or assigned to another Department.
当轮换或分配至其他部门时, 执行所有职责和任务。
- To be fully conversant with all services and facilities offered by the hotel.
精通使用酒店提供的所有服务和设施。
- To perform opening and closing procedures established for the Place of Work as assigned.
按照工作地点所分配的完成规定的开门营业和关门打烊的程序。
- To ensure that the Place of Work and surrounding area is kept clean and organized at all times.
确保始终保持工作地点及周界区域干净和有序。
- To monitor operating supplies and reduce spoilage and wastage.
监督运营用品并减少损坏和浪费。
- To perform general cleaning duties as assigned by the Stewarding Manager (Chief Steward), Supervisors, Executive Chef, Assistant F&B Manager.
执行由管事部经理、主管、行政主厨和餐饮部副经理分配的一般保洁职责。

- To clean and wash dishes according to the established performance standards.
按照规定的绩效标准清洁和清洗碗盘。
- To clean and wash pots, pans and other kitchen utensils according to performance standards.
按照绩效标准清洁和清洗壶、锅和其他厨房用具。
- To empty, clean and sanitize rubbish bins according to scheduled garbage runs.
按照垃圾处理计划清空、清理和清洁垃圾箱。
- To strictly adhere to the opening and closing procedures established for the department.
严格遵守部门规定的开门营业和关门打烊程序。
- To have a thorough understanding and knowledge of all cleaning procedures, use of dishwashing machines and the type of chemicals to be used.
清楚明白并精通所有保洁程序、洗涤设备的使用和化学用品的使用。
- To ensure that the work area is kept clean and organized at all times.
确保工作区域始终保持干净和整洁。
- To exercise careful use of operating supplies in order to reduce spoilage and wastage.
谨慎使用运营用品以减少损坏和浪费。
- To handle guest and employee inquiries in a courteous and efficient manner and report guest complaints or problems to supervisors if no immediate solution can be found and assure follow up with guests.
友好和高效地解决顾客和员工的要求，若在没有立即的解决方法前应向主管汇报顾客的投诉或问题并确保向顾客汇报跟进情况。
- To understand and strictly adhere to the Rules & Regulations established in the Hotel's policy on Fire, Hygiene, Health and Safety.
明白并严格遵守酒店消防、卫生、健康和安全政策中的规章和制度。
- To maintain a high standard of personal appearance and hygiene at all times.
准时报到上班，始终穿戴准确的制服和名牌。
- To report for duty punctually wearing the correct uniform and nametag at all times.
始终保持高标准的个人仪表仪容和卫生。
- To maintain a good rapport and working relationship with staff in the outlet and all other departments.
保持与餐厅员工和所有其他部门员工的良好默契和工作关系。
- To attend and contribute to all staff meetings Departmental and Hotel trainings scheduled and other related activities.
参加并献言所有部门员工会议、已排程的酒店培训和其他相关活动。
- To undertake any reasonable tasks and secondary duties as assigned by the Stewarding Manager (Chief Steward) and the Supervisors.
执行由管事部经理和管事部主管分配的任一合理的任务和第二职责。
- To respond to any changes in the function as dictated by the hotel.
按照酒店要求对任一职责的改变做出回应。
- To assist in carrying out quarterly, bi-yearly, yearly inventory of operating equipment.
协助每季度、每半年和每一年的运营设备的库存。
- To carry out any other reasonable duties and responsibilities as assigned.
履行其它分配的合理职责。

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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。

Interrelations/相互联系:

Contact with all departments and staff.

与所有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

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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