

INNARCHIVE .com	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.250
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 6

Title: 职位	Executive Housekeeper 行政管家
Department: 部门	Housekeeping and Laundry 管家部和洗衣房
Hierarchy: 汇报对象	Reporting to EAM i.c. of Rooms 向分管客房的行政副总汇报
Direct Subordinates: 直属下级	Assistant Housekeeper 行政副管家 Laundry Manager 洗衣房经理
Indirect Subordinates:	Floor Supervisors & Staff, Linen Supervisors & Staff, Public Area Cleaners, Tailor, Florist, Office Coordinator, Laundry Staff 非直属下级,楼层主管及员工, 布草主管及员工, 公共区域清扫员, 裁缝,花工, 办公室协调员, 洗衣房员工
Category: 级别	L3 3级

Scope/职能范围:

- Manages the areas of Housekeeping Department (rooms, offices, public areas, corridors and stairwells, banquet function areas and food & beverage outlets) and Laundry departments, in order to ensure customer satisfaction and smooth operation.
管理管家部 (客房, 办公室, 公共区域, 走廊, 楼梯间, 宴会区域以及餐饮部门) 及洗衣房, 确保宾客满意度及酒店正常运营。
- Monitors departmental control systems to ensure that costs are controlled and the product quality standards are maintained.
监督部门控制系统, 确保控制部门成本, 维持产品质量标准。
- Manages the human resources within the department, ensuring that the work climate is in compliance with the company policies and procedures and maintaining and developing the skills and knowledge of the related staff.
管理部门人力资源, 确保部门工作环境符合酒店政策程序, 维持并提高相关员工岗位技能及知识。

Responsibilities and Obligations / 责任及义务:

- Ensures that the responsibilities of the different sections of the Housekeeping & Laundry Departments are implemented accordingly.
确保管家部及洗衣房各分部门履行相应的职责。
- Monitors the Housekeeping & Laundry department's quality service and ensures conformity to the company operating standards, procedures and local regulations in order to achieve customer satisfaction and to preserve the Bavaria International Hotels quality standards.
监督管家部以及洗衣房质量服务, 确保服务符合酒店运营标准, 程序以及当地法规, 以获得客户满意度, 保持巴伐利亚国际酒店质量标准。
- Ensures that all staff in each section is effectively trained as per the company policies and procedures in order to meet and exceed the customer's expectation of services.

确保各分部门所有员工根据酒店政策程序接受有效的培训，以满足并超越客人对服务的期望。

- Handles effectively all guest complaints concerning the Housekeeping & Laundry departments, taking corrective action to prevent recurrence and convert the guest into a repeated customer.
有效处理与管家部及洗衣房相关的客人投诉，采取纠正措施避免此类情况再次发生，并将客人转变为回头客。
- Co-ordinates proper actions with other departments, informs the Executive Assistant Manager i.c. of rooms and reviews all log books related to the departments daily and take corrective actions when necessary.
与各部门协调，并向主管房务的行政副总报告，每日审阅与部门相关的所有日志，必要时采取纠正措施。
- Maintains a close coordination with guest contact departments in order to reach the highest level of operational performance.
与直接接触客人的部门保持良好的协调关系，以达到最佳业绩。
- Conducts daily briefings within the departments where daily operational information is provided to the staff.
组织召开部门晨会，为员工提供当天的运营信息。
- Conducts a monthly departmental meeting where the staff could express them selves and give new ideas for the operation.
组织召开月度部门会议，供员工表达想法，为部门运作纳入新思想。
- Conducts evaluations and appraisal skills meetings every six months to reevaluate the staff and make development plans for them.
每六个月组织一次员工技能评估会，对员工进行评估并为其制定个人发展计划。
- Meets regularly with the Engineering and Laundry departments to ensure smooth flow of supplies and repair work.
与工程部及洗衣房安排定期会议，确保物资供应以及维修工作顺利进行。
- Keeps open lines of communications with sister and competitive hotels in the area.
与兄弟酒店以及当地的竞争对手保持联系。
- Ensures that all tasks of the different sections of the Housekeeping & Laundry departments are implemented by the staff as per the policies and procedures of the hotel.
确保员工在完成管家部及洗衣房各分部门工作时，遵守酒店政策程序。
- Maintains a monthly overview of vacation and public holiday balance of all his staff and delivers a monthly consolidated summary to the Personnel Manager.
每月对员工的假期以及法定假日休假情况进行统计，并向人事经理提供当月汇总表。
- Maintains careful control over costs in the Housekeeping & Laundry departments such as overtime, room supplies, amenities, detergents etc...
控制管家部及洗衣房的营运成本，如加班，客房物资，用品，洗涤剂等。
- Assists the management in the preparation of the annual budget, forecasts, replacements and investments planning and capital projects.
协助上级管理人员准备年度预算，预测，替换及投资计划及资本项目。
- Ensures that operational equipment, computers, other administrative and operating supplies, assets are maintained in excellent condition.
确保所有运营设备，计算机，其它行政管理及运营物资，资产处于良好的状态。
- Ensures the Housekeeping & Laundry areas are maintained in excellent condition and cleanliness.
确保客房部及洗衣房区域保持良好的状态和整洁。
- Makes Periodic inspections of all areas to check on Housekeeping standards, and issue necessary orders to correct shortcomings.

根据客房标准，对所有区域进行定期检查，并提出必要的申请改善不足。

- Monitors maintenance requests procedures and regularly inspects the front and the back of the house and different part of the hotel such as rooms, public areas, corridors, staircases and other, to ensure proper maintenance and cleanliness.
监督维护申请程序，定期对前台及后勤区域，以及酒店其它区域，如客房，共公区域，走廊，楼道等进行检查，以确保各区域得到应有的维护，并始终保持整洁。
- Knows the company marketing programs and ensures that all related staff is fluent in the use of these programs.
了解酒店的市场运营方案，确保相关员工熟练运用该方案。
- Knows the operational use and available facilities of the PMS. Works closely with Accounts Department in order to keep expenses within monthly forecasts.
了解酒店管理系统的运营功能以及其它可用设施。与财务部保持紧密的工作关系，以确保部门费用控制在月度预测范围内。
- Work closely with the Purchasing Agent to ensure regular purchase and flow of supplies and to keep a close supervision on Housekeeping storeroom inventories.
与采购部维持密切的合作关系，以确保日常的采购及物资供应，密切监督管家部仓库库存情况。
- Ensures that the department is effectively staffed and motivated to consistently deliver high levels of guest service.
确保部门人员合理配置，积极员工始终提供高品质的对客服务。
- Applies the standards of appearance and hygiene on all staff.
所有员工必须遵守酒店仪容仪表及卫生标准。
- Selects new Housekeeping and Laundry employees who meet position specifications in accordance with the company policies and procedures.
根据酒店政策程序筛选符合岗位要求的管家部及洗衣房新员工。
- Ensures Housekeeping & Laundry policies and procedures manuals, service standards, tasks lists and job descriptions are complete and kept up-to-date at all time.
确保完成管家部及洗衣房政策程序手册，服务标准，任务清单以及岗位描述，并且随时对其进行更新
- Ensures all staff is thoroughly familiar with the Hotel's emergency procedures.
确保所有员工均熟悉酒店应急程序。
- Knows and applies all BHI corporate and local Operational Standards as well as local authorities requests and ensure they are implemented.
了解并遵守巴伐利亚酒店管理集团及酒店运营标准，当局标准。
- Assists all subordinates in the accomplishment of their job description.
帮助下级员工履行其岗位职责。
- Sets up and maintains ongoing training programs in the departments in conjunction with the Personnel & Training Manager.
与人事及培训经理一起，建立并维系部门在岗培训计划。
- Establishes standards of cleanliness for areas under his / her control.
建立权限范围内区域的清洁标准。
- Balances staff working schedules to meet peak and slack periods while remaining within union and labor law requirements.
遵守工会及劳动法规定，平衡员工班次以满足高峰及低谷期不同的用人需求。
- Ensures guestrooms and Food & Beverage linen inventories are maintained up to BHI standards and quantities are sufficient for the operation.
确保客房及餐饮布草库存符合巴伐利亚标准，布草数量能够满足运营需求。
- Prepares Annual Linen budget basing the calculation on quantity in inventory and linen losses.

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	CODE: 02.04.250 EDITION: 1 PAGE 4 OF 6
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根据库存盘点以及布草损耗，准备年度布草预算。

- Supervises and arranges the taking of physical inventories at the frequency determined by Management.
根据上级管理层要求的频率，监督并安排仓库盘点工作。
- Orders the replacement of guestroom and cleaning supplies when necessary ensuring enough quantities at all times.
必要时订购客房替换物品以及清洁用品，以确保足够的库存量。
- Prepares annual Housekeeping (FF&E) and Operating Equipment budget in consultation with Management.
与与管理层协商共同协商，准备管家部年度（固定资产及低值易耗品）及运营设备预算。
- Prepares annual Uniform budget.
准备年度制服预算。
- Maintains Linen Room and repair services.
管理布草房以及布草修补服务。
- Makes recommendations to Management for modernization of equipment, methods or supplies.
向上级管理人员推荐最现代化的设备，方法以及物资。
- Meets with salesman or outside consultants in order to keep informed of developments.
与销售或者外部顾问会面，以获得最新的发展动向。
- Works with Engineering Management and Interior Decorators on rehabilitation, or redecorating plans. Maintains the internal renovation records, i.e. Room Décor Reference File, Room Décor information Sheets, and Room History Records.
与工程管理及室内装潢人员共同商讨修复及重装计划。更新室内整修记录，如室内装饰参考文档，室内装饰信息表，客房历史记录。
- Ensures night cleaning operations, offices and public areas within the administrations.
有序管理办公以及公共区域的夜间打扫工作。

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。

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	CODE: 02.04.250 EDITION: 1 PAGE 5 OF 6
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- 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 and Chinese
良好的中英文语言能力。
- Five years experience in 5* hotels
至少5年5星级酒店工作经验。
- Good knowledge of Microsoft Excel, Word, Outlook, Fidelio or other PMS.
熟练掌握Microsoft办公软件, 如Excel, Word, Outlook, 以及Fidelio或其它酒店管理系统。

Executive Duties/行政职责:

- To assume the functions and responsibilities of Duty Manager in accordance with the Hotel's Duty Manager's Roster.
根据酒店值班经理轮值表, 承担值班经理职能及职责。

Interrelations /相互联系:

Liaises with all departments to ensure smooth operation and develops effective relationships with guests, business partners, local community, local authorities and intermediaries in order to create optimal business opportunities and community relations for the hotel.

与其它所有部门联系, 确保酒店的正常运营, 与宾客, 商业伙伴, 当地社区, 当局以及各类媒介建立有效的关系, 为酒店创造最佳商业机会和社区关系。

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.

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.250 <i>EDITION:</i> 1 <i>PAGE</i> 6 OF 6
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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