

<b>INNARCHIVE</b> .com	<b>RESOURCE LIBRARY</b> <b>STRUCTURE &amp; ORGANISATION</b> <b>Job Description</b>	<i>CODE:</i> 02.04.251
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<b>Title:</b> 职位	<b>Assistant Executive Housekeeper</b> 行政副管家
<b>Department:</b> 部门	<b>Housekeeping</b> 管家部
<b>Hierarchy:</b> 汇报对象	<b>Reporting to Executive Housekeeper</b> 行政管家
<b>Direct Subordinates:</b> 直属下属	<b>Floor Supervisors, Public Area Supervisor, Linen Supervisor</b> 楼层主管,公共区域主管,布草主管
<b>Indirect Subordinates:</b> 间接下属	<b>Room Attendants, Public Area Cleaners, Tailor, Florist, Office Coordinator, Laundry Staff</b> 客房服务员,公共区域清洁工,裁缝,花工,办公室协调员,洗衣房员工
<b>Category:</b> 级别	<b>L4</b> 4级

#### **Scope/职责范围:**

- Assists the Executive Housekeeper in managing the areas of Housekeeping (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.  
为了达到顾客的满意度,帮助行政管家以及维持酒店的正常运转,客房管家负责管理管家区域(包括客房、办公室、公共区域、走廊和楼梯、宴会功能区和餐饮分部门)和洗衣房。
- Assists the Executive Housekeeper in monitoring departmental control systems to ensure that costs are controlled and the product quality standards are maintained.  
帮助行政管家检测部门控制系统以保证控制成本和维持产品质量标准。
- Assists the Executive housekeeper in managing 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.  
帮助行政管家管理部门人力资源,确保工作环境符合酒店政策程序,维持并提高相关员工的工作技能以及岗位知识。

#### **Responsibilities and Obligations / 责任和义务:**

- Assists the Executive Housekeeper in the supervision and running of the Housekeeping and Laundry departments.  
帮助行政管家监管及运营管家部和洗衣房。
- Assumes overall responsibility for those departments during the absence of the Executive Housekeeper.  
在行政管家不在岗的情况下,承担所有部门管理职责。
- Ensures that all staff in each section are effectively trained as per the company policies and procedures in order to meet and exceed the customers expectation of services.

确保各分部门的所有员工根据酒店政策程序接受有效培训，以保证服务满足并超越客人的期望。

- Prepares and maintains master lists for cleaning programs and supervises same.  
准备、维护并监管清洁程序总清单。
- Inspects rooms, public areas and back of the house areas to ascertain established standards of cleanliness and tidiness and checks all VIP rooms.  
检查客房、公共区域、后场区域确定达到建立的清洁和整洁标准，并检查所有贵宾客房。
- Recommends rooms to be taken out of order for repairs, maintenance or cleaning jobs and coordinates with Front Office and Revenue Management on the availability of these rooms.  
建议客房采用维修单维修或清洁，同前台合作，对这些可用房间进行收益管理。
- Follows up on repairs and maintenance orders with the Engineering Department.  
同工程部跟进修理和维修单。
- Maintains Housekeeping storerooms and controls supplies and recommends new purchases.  
保持管家部仓库，控制供货并且适时提出新的采购要求。
- Suggests ways and means to improve work practices and to reduce consumption of supplies without affecting the quality standards as per the Hotel policies and procedures.  
根据国际酒店的政策和程序，就提高工作的可操作性方面提出意见建议，在不影响质量标准的前提下减少供应品的消耗。
- 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
- Attends daily briefings, communication and departmental meetings and follows up on matters discussed.  
参加日常简报、交流和部门会议，跟进讨论的问题。
- Ensures that all tasks of the different sections of the Housekeeping are implemented by the staff as per the policies and procedures of the hotel.  
确保管家部各部门员工在完成工作时，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总结，并向人事经理提供当月汇总表。
- Maintains careful control over costs in the Housekeeping as overtime, room supplies, amenities, detergents etc.  
严格控制管家部运营成本，例如：加班、客房供应品、便利设施、洗涤剂等
- Maintains daily and monthly attendance records as well as all logbooks (i.e. Master Keys Log Book) and monitors the schedules for the baby-sitting service.  
更新每日、每月的考勤和工作日志（例如：主钥匙使用工作日志）监管保姆服务日程。
- 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，资产处理良好的状态
- Ensures the Housekeeping areas are maintained in excellent condition and cleanliness.  
确保管家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.  
定期检查所有区域，确保达到客房部标准，并纠正不足。
- 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.  
监控维修请求程序，定期检查前场和后场区域以及酒店的其他区域，例如客房、公共区域、走廊、楼梯和其他区域，以确保这些区域的维修及清洁
- Ensures that the Housekeeping personnel are knowledgeable about the hotels' services and facilities.  
确保管家部员工熟知酒店的服务及设施。
- Knows the operational use and available facilities of the PMS.  
了解酒店管理系统中的运营功能以及可用设施。
- Ensures that the department is effectively staffed and motivated to consistently deliver high levels of guest service.  
确保员工合理配置，激励员工始终为顾客提供高品质服务。
- 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
- Ensures Housekeeping policies and procedures manuals, service standards, tasks lists and job descriptions are complete and kept up-to-date at all time.  
确保完成管家部政策程序手册，服务标准，任务清单以及岗位描述性，并且随时对其进行更新。
- Ensures all staff is thoroughly familiar with the Hotel's emergency procedures and that safety and security standards are maintained the department.  
确保所有员工均熟悉酒店应急程序，并在被要求的情况下遵守应急程序。
- Assists in implementing emergency procedures when requested.  
在需要的时候，辅助实施紧急程序。
- Knows and applies all Hotel corporate and local Operational Standards as well as local authorities requests and ensure they are implemented.  
了解并遵守酒店管理集团及酒店运营标准，当局的政策要求。
- 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 and advises the Executive Housekeeper if performance is not satisfactory.  
和人事培训经理一同在部门建立并坚持持续的培训项目，如果执行效果不尽如人意，应报告行政管家。
- Balances staff working schedules to meet peak and slack periods while remaining within union and labor law requirements.  
制定排班表，并完成月度考勤。遵守工会及劳动法的规定，平衡员工班次，满足作业高峰及低谷需求
- Ensures guestrooms and Food & Beverage linen inventories are maintained up to hotel standards and quantities are sufficient for the operation.  
确保客房和餐饮布草的库存和数量达到国际酒店的标准，以便足够运营。

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- 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。
- 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.  
同工程部管理者和室内设计师合作制定检修或装潢计划，更新内部检修记录，如：客房装潢参考文件、客房装潢信息表、客房历史记录等。
- Ensures night cleaning operations of kitchens, offices and public areas within the administrations.  
确保厨房、办公室、公共区域的夜班清洁操作在有效管理之内。

#### **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，肢体语言及行为

#### **Competencies/能力要求:**

- Good command of English and other language used majority by the staff.  
熟练掌握英语以及另外一门员工大量使用的语言
- Two years in 5\* hotels in same position.  
在5星级酒店相同岗位工作2年。
- 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

#### **Interrelations/互相联系:**

Liaises with all departments to ensure smooth operation and develops effective relationships with guests, business partners.

与其它所有部门联系确保酒店的正常运营，与宾客以及商业伙伴建立有效关系。

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**Work Conditions/工作环境:**

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。

Employee Signature  
员工签字

Date  
日期