	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	CODE: 02.04.252
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Title:

职位

Floor Supervisor

楼层主管

Department:

部门

Housekeeping

管家部

Hierarchy:

汇报对象

Reporting to Executive Housekeeper

行政管家

Direct Subordinates:

直属下级

Room Attendant & Staff

客房服务员及员工

Public Area Cleaners

公共区域清洁员

Office Coordinator

办公室助理

Indirect Subordinates:

非直属下级

Tailor

裁缝

Florist

花工

Laundry Staff

洗衣房员工

Category:

级别

L5


5级

Scope/职责范围:

- Creates the liaison between Executive Housekeeper, Front Office and Engineering Department.
同行政管家、前厅部、工程部的建立工作联系。
- Ensure proper cleanliness of all the guestrooms, corridors, pantry, and service areas.
确保有客房、走廊、储藏室和服务区域清洁。
- Ensure that all employees perform their specific task. See to it that they are their proper dress codes and behave in a positive manner.
确保所有员工履行各自的工作，确保其着装以及言行举止符合标准。

Responsibilities and Obligations/责任和义务

- Inspect all guestroom, corridors and service areas and see to it that they are properly cleaned according to the hotel's standard. Cleanliness and damages in the assigned work section
检查所有的客房、走廊和服务区域，负责确保该区域根据酒店标准获得清洁。负责指定工作区域的清洁和赔偿。
- Reports any damages in the assigned work section and fill out maintenance request form.
上报指定工作区域的任何损坏，并填写维修申请表。
- Checks vacant rooms to ensure that they are physically vacant and make necessary report for any discrepancy.
检查空房，以确保房态与电脑系统相符，如有任何不符及时报告。
- Checks the room boy carts to make sure that they are stocked adequately and neatly.


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检查客房清洁用车，确保其库存重组且整洁。

- Checks pantry area and make sure that they are neat and well supplied.
检查备餐间，确保该区域整洁且食品供应充足。
- Ensures that room boys / room maids are following the prescribed cleaning procedures of the Hotel.
确保客房服务员根据酒店规定的清洁程序。
- Checks and reports all soiled drapes, carpet, furniture and other special Housekeeping cleaning needs to his/her superior.
检查并报告上级所有的脏窗帘、家具和客房其他需要清洁的特殊物品。
- Works with the room boys/room maids in the preparation of the rooms for VIP arrival.
同客房服务员一起准备贵宾房。
- Reports and log-in any missing item from the room or public area to the Executive Housekeeper.
向行政管家报告并记录客房或公共区域物品丢失情况。
- Ensures that all maintenance work is carried out properly and correspond to the established procedures.
确保所有维护工作的正常进行同时符合既定程序。
- Assign special duties to the room boy/ room maids and ensures that they are carried out.
安排客房服务员特别任务，并确保其能够完成。
- Checks and replenishes any missing items, if necessary...
检查丢失物品，并在必要时进行补充。
- Records the status of rooms to room boys/room maids report and Housekeeping activities throughout the day.
记录全天的客房服务员工作报告中的房态和客房部工作内容。
- Attend training sessions.
参加培训。
- Perform on the job training with all the employees.
与所有员工一同进行岗位培训。
- Controls the safe use of keys by the room boys/room maids.
管理客房服务员钥匙使用安全。
- Performs other duties assigned by the Housekeeper or his/her designate.
完成管家或其代理人委派的其它工作。
- Know the Fire and Safety procedure of the Hotel.
熟悉酒店消防及安全程序。
- To ensure that no wastage in the guest supplies and guest amenities.
确保客用物品以及备品使用无浪费。
- To assist in the inventory of Linen, SOE. And FFE.
帮助清点布草、小型设备，固定资产及低值易耗品。。
- To ensure the proper handling of equipment and preventive maintenance of the machine is carried out.
确保正确操作设备以及定期机器维护。。

Security, Safety and Health/保障、安全和健康

- Maintains high confidentiality in regards to guest privacy.
关于客人隐私，保持高度机密性。

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- 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:

- Must worked on the same position at least 1 year
在相同职位至少工作1年。
- High School Certificate
高中毕业证
- Must have knowledge of Guest Courtesy
必须熟知顾客礼仪。
- Minimum 1-2 years experience in the same position
在相同职位有至少1-2年的工作经验。
- Extensive experience in operating HK machines
再造做客房设备方面有丰富的经验。

Interrelations/互相联系:


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，与宾客以及商业伙伴、当地社区、以及中介机构建立有效关系，为酒店创造最佳商机和合作关系。。

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 : _____

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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