	<b>RESOURCE LIBRARY STRUCTURE &amp; ORGANISATION Job Description</b>	<b>CODE:</b> 02.04.253
		<b>EDITION:</b> 1
		<b>PAGE</b> 1 OF 4


<b><u>Title:</u></b>	<b>Room Attendant</b>
职位	客房服务员
<b><u>Department:</u></b>	<b>Housekeeping</b>
部门	管家部
<b><u>Hierarchy:</u></b>	<b>Reporting to Executive Housekeeper</b>
汇报对象	行政管家
<b><u>Direct Subordinates:</u></b>	<b>N/A</b>
直属下级	不适用
<b><u>Indirect Subordinates:</u></b>	<b>N/A</b>
非直属下级	不适用
<b><u>Category:</u></b>	<b>L7</b>
级别	7级

#### **Scope/职责范围:**

- Alert the necessity and security of guest and their possessions.  
注意顾客财产的必要性和安全性
- Ensures that Guest needs are satisfied.  
确保顾客的需求及满意度。
- Ensure that the equipments and materials are used correctly.  
正确使用设备和材料。
- Clean the section assigned according to the set standard.  
根据建立的标准清洁指定区域。
- Clean 15 – 17 rooms per day and follow up any late check outs according to the standard of cleanliness and hygiene set by the hotel.  
根据酒店建立的清洁和卫生标准清洁每天15-17间客房，同时跟进迟退的客房。

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


- Clean all rooms and bathrooms according to the set standard set by the hotel.  
根据酒店建立的标准清洁所有的客房和浴室。
- When making beds and replenishing the linen, ensure that all items are fresh clean, well pressed and have no stain or torn.  
在做床和补充布草时，却要所有物品都是清爽干净的，摆放整齐且没有污点或撕裂。
- Ensure that spare Duvets and pillows are in place in the rooms.  
确保额外的羽绒被和枕头放置在房间的适当位置。
- Replenish linen and guest amenities in accordance to established set standards.  
根据建立的标准补充布草和顾客设施。
- Keep corridors clean by vacuuming the carpet. Damp wiping the skirting board and removing dirty marks on the walls.  
通过用吸尘器清洁地毯来保持走廊的清洁。用潮湿的抹布擦地脚线以及墙上的污渍。
- Empty and clean the ashtray in the corridors regularly.  
定期清空并清洁走廊的烟灰缸。

	<b>RESOURCE LIBRARY STRUCTURE &amp; ORGANISATION Job Description</b>	<b>CODE:</b> 02.04.253
		<b>EDITION:</b> 1
		<b>PAGE</b> 2 OF 4

- Clean the staircase and pantry area daily.  
每天清洁楼梯和储藏室。
- Prepare the room attendant trolley with all necessary supplies for cleaning guestrooms, bathrooms, and corridors.  
准备客房服务员的工作车和清洁客房、浴室及走廊所需要的供应品。
- Cart must be tidy and organized.  
工作车必须整洁有序
- Must comply with the hotel policy & procedure for the control of room electronic master keys.  
必须根据酒店的政策和程序控制客房的钥匙卡。
- Report all discrepancies in the room to the floor supervisor as well the reason for not servicing the rooms.  
向楼层主管报告房间的差异以及未清洁房间的原因。
- Return any item found in the room to the Housekeeping Office according to the Lost and found policy.  
根据失物招领政策向客房办公室交还客房内发现的物品。
- Reports all technical deficiency or guest request to the floor supervisor.  
向楼层主管报告所有技术缺陷和顾客要求。
- Replenish linen and guest supplies in the pantry.  
补充储藏室里的布草和顾客供应品。
- Must be aware of the Fire, Safety and Security procedures of the Hotel.  
熟知酒店的火灾、安全和保障程序。
- Attend training sessions.  
参加培训会议。
- Execute any other task required by his superior.  
履行主管指派的其他工作职责。

#### **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。
- 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。

	<b>RESOURCE LIBRARY STRUCTURE &amp; ORGANISATION Job Description</b>	<b>CODE:</b> 02.04.253
		<b>EDITION:</b> 1
		<b>PAGE</b> 3 OF 4

- 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 2 other languages  
良好的英语水平并会使用2种其他语言。
- Five years experience in 5\* hotels.  
在5年的5星级酒店工作经验。
- Good knowledge of Microsoft Excel, Word, Outlook.  
熟练使用Excel, Word, Outlook。

### **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、政府和中介机构建立有效关系，为酒店创造最佳商机和社区关系。

### **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.

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。

	<b>RESOURCE LIBRARY STRUCTURE &amp; ORGANISATION Job Description</b>	<i>CODE:</i> 02.04.253
		<i>EDITION:</i> 1
		<i>PAGE</i> 4 OF 4

\_\_\_\_\_  
Employee Signature  
员工签字

\_\_\_\_\_  
Date  
日期