


|   |  |                 |
|---|--|-----------------|
|  | <b>RESOURCE LIBRARY<br/>STRUCTURE &amp; ORGANISATION<br/>Job Description</b> | CODE: 02.04.255 |
|   |  | EDITION: 1      |
|   |  | PAGE 1 OF 4     |

**Title:**

职位

**Public Area Supervisor**

公共区域主管

**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

**Public Area Cleaner**

公共区域清洁工

**Indirect Subordinates:**

非直属下级

**External Contractor**

外部承包商

**Category:**

级别

**L6**

6级

**Scope/职责范围:**

- Consistently perform and deliver the highest standards of product and service, in a passionate approach and exceeding our customer expectation and as a champion of our vision and values.


始终保持高标准的完成工作和服务，热情工作，超越顾客期望值并实现酒店的愿景和价值。

- Promote a professional and positive image to all of our guests and contribute to the hotels targets. Maintain Work Environment; Maintain Services and Operations, Customer Service, Personnel Practices, Administration. Training and Development of the Team, Achieve Personal Development.

为顾客留下专业且正面的形象，促进实现酒店目标。维护工作环境、维护服务和酒运营、顾客服务、人员实践、管理、培训，发展团队，实现个人发展。

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


- Inspect all Public areas, corridors and service areas and see to it that they are properly cleaned according to the hotel standard. Cleanliness and damages in the assigned work section  
监察所有公共区域、走廊和服务区域，确保根据国际酒店的标准正确清洁这些区域。清洁并赔偿指定的工作区域。
- Reports any damages in the assigned work section and fill out maintenance request form.  
上报指定工作区域的损坏并填写维修申请单。
- Checks Banquet and Meeting rooms to ensure that they are kept clean and make necessary report for any maintenance & damage.  
检查宴会和会议厅，以确保其清洁，并上报任何需要维修和损坏的物品。
- Checks the Public toilets to make sure that they are stocked adequately and neatly.  
检查公共区域卫生间，确保其库存充足、整洁。
- Ensure that the pantry area is neat and well supplied.  
确保储藏室的干净整洁，并供应充足。

|   |  |                 |
|---|--|-----------------|
|  | <b>RESOURCE LIBRARY<br/>STRUCTURE &amp; ORGANISATION<br/>Job Description</b> | CODE: 02.04.255 |
|   |  | EDITION: 1      |
|   |  | PAGE 2 OF 4     |

- Ensures that Public area Cleaner / contractor are following the prescribed cleaning procedures of the Hotel.  
确保公共区域的清扫员/承包商遵守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.  
检查并向主管上报所有的脏窗帘、地毯、家具和其他客房需要清洁的特殊物品。
- Works with the Public area cleaner in the preparation of the meeting rooms for VIP function.  
同公共区域清洁员一同工作为贵宾准备会议室。
- Reports and log-in any missing item from the public area to the Executive Housekeeper.  
向行政管家报告并记录公共区域的丢失物品。
- Ensures that all maintenance work is carried out properly and correspond to the established procedures.  
确保根据制定的程序进行正确的维修工作。
- Assign special duties to the Public area and ensures that they are carried out.  
协助完成公共区域的特殊职责。
- Checks and replenishes any missing items, if necessary...  
检查丢失物品并根据需要补充所丢失的物品。
- Records the status of Public area cleaner / contractor report and Housekeeping activities throughout the day.  
报告公共区域清洁员/承包商的情况以及全天的活动内容。
- New staff are familiarized and inducted into the workplace according to Hotel and department standards  
根据酒店和部门的标准是新员工熟悉并纳入工作区域。
- Attend training sessions.  
参加培训会议。
- Perform on the job training with all the employees.  
同所有员工一同完成岗位培训。
- Controls the safe use of machines and chemicals.  
管理员工正确使用设备和化学品。
- Performs other duties assigned by the Housekeeper or his/her designate.  
履行工作职责或管家指派的其他职责。
- Know the Fire and Safety procedure of the Hotel.  
了解酒店的火灾和安全程序。
- To ensure that no wastage in the guest supplies and guest amenities.  
避免顾客供应品核设施的浪费。
- To assist in the inventory of Linen, SOE. And FFE.  
协助盘点布草、SOE. 和FFE。
- To ensure the proper handling of equipment and preventive maintenance of the machine is carried out.  
确保正确使用设备，定期维修机器。

#### **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。

|   |  |                 |
|---|--|-----------------|
|  | <b>RESOURCE LIBRARY<br/>STRUCTURE &amp; ORGANISATION<br/>Job Description</b> | CODE: 02.04.255 |
|   |  | EDITION: 1      |
|   |  | PAGE 3 OF 4     |

- 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 2 year  
在相同职位至少工作2年。
- High School Certificate  
高中毕业证
- Must have knowledge of Guest Courtesy  
熟知顾客礼仪
- Minimum 1-2 years experience in the same position  
至少有1-2年的相同职位的工作经验。
- Extensive experience in operating HK machines  
有丰富的客房设备操作经验。

#### **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.

互相联系: 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/工作环境:**

Regular hours with extra times occasionally.  
正常工作时间，偶尔伴有加班。

Date : \_\_\_\_\_  
日期

|   |  |                        |
|---|--|------------------------|
|  | <b>RESOURCE LIBRARY<br/>STRUCTURE &amp; ORGANISATION<br/>Job Description</b> | <b>CODE:</b> 02.04.255 |
|   |  | <b>EDITION:</b> 1      |
|   |  | <b>PAGE</b> 4 OF 4     |

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