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<u>Title:</u> 职位	Public Area Cleaner 公共区域保洁
<u>Department:</u> 部门	Housekeeping 管家部
<u>Hierarchy:</u> 汇报对象	Reporting to Executive Housekeeper 行政管家
<u>Direct Subordinates:</u> 直属下级	N/A 不适用
<u>Indirect Subordinates:</u> 非直属下级	N/A 不适用
<u>Category:</u> 级别	L7 7级

Scope/职责范围:

- Clean Public areas, Back of the house and Offices areas.
清洁公共区域、后场和办公室区域。
- Maintain all equipment used in good working condition.
始终在良好的工作环境下始用设备。
- Clean all the Restaurant, Banquet hall and Bars according to the set standard of the Hotel.
根据酒店标准清洁餐厅、宴会厅和酒吧。

Responsibilities and Obligations/责任和义务:

- Collected all required reports, pagers and keys from housekeeping office at beginning of shift.
在换班时从客房办公室领取所需报表、呼机和钥匙。
- Prepare working equipment for work.
准备工作设备。
- Clean all public areas and heart of the house areas.
清洁所有公共区域和店内核心区域。
- Keep stores neat and clean.
保持仓库的干净整洁。
- Clean rubbish from Public areas and Offices.
处理公共区域和办公室的垃圾。
- Hand over any Lost and Found properties to housekeeping office. Any Lost and Found is to be reported immediately.
将失物招领物品转交给客房办公室。如有任何失物招领应及时上报。
- Ensure economical and proper use of chemicals and cleaning supplies.
确保节约以及恰当使用化学用品和清洁用品。
- Ensure proper handling and maintenance of working equipment.
确保工作设备的正确使用和保养。
- Report all guest complains and maintenance problems to Floor Supervisor or housekeeping office.
向楼层主管或客房办公室报告所有顾客投诉及维修问题。

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- Attend to any guest requests when instructed.
当收到指示时，处理顾客要求。
- Return all reports, pager and keys to housekeeping office at end of shift.
在换班时向客房办公室交还所有报告、呼机和钥匙。
- Report any outstanding matter before signing off.
下班签退前上报所有未解决的问题。
- Any other duties assigned from time to time.
完成指派的其他职责。

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。
- 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
熟知顾客礼仪。
- Tidy and well organized
整洁且有条理
- Minimum 1 years experience in the same position
在相同职位至少有1年的工作经验。
- Extensive experience in operating HK machines
有丰富的客房设备操作经验。

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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。

Employee Signature
员工签字

Date
日期