

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.260 <i>EDITION:</i> 1 <i>PAGE</i> 1 OF 6
---	--	---

<u>Title:</u>	Laundry Manager
职位	洗衣房经理
<u>Department:</u>	Rooms Division
部门	客房部
<u>Hierarchy:</u>	Reporting to Executive Housekeeper
汇报对象	行政管家
<u>Direct Subordinates:</u>	Laundry Supervisor
直属下级	洗衣房主管
<u>Indirect Subordinates:</u>	Washerman, Helper, Ordertaker, Valet Runner, Hand Pressman, Steam Pressman, Linen Sorter, Maker Sorter, Dry Cleaner, Folder
	非直属下级, 洗衣房员工, 帮工, 接单员, 洗衣配送员, 熨衣工 (手持式熨烫), 熨衣工(蒸汽式熨烫), 布草房员工, 标记分类员, 干洗衣工, 折衣工
<u>Category:</u>	L4
级别	4级

Scope / 职能范围:

- Manages the areas of Laundry departments in order to ensure customer satisfaction and smooth operation.
管理洗衣部门区域, 确保宾客满意度以及酒店良好运作。
- Monitors departmental control systems to ensure that costs are controlled and the product quality standards are maintained.
监督部门控制系统, 确保有效的控制成本并维持产品质量。
- Manages 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.
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 / 责任及义务:

- Organizes, directs and controls the Laundry Department and maintains relevant records.
组织, 指导, 管理洗衣部门并且做相关记录。
- Handles the guest and house laundry as per the hotel's policies & procedures and service standards.
根据政策程序及服务标准, 处理好客人及店内洗衣工作。
- Establishes standards and procedures and implements them after approval of the management to ascertain quality of work performance.
建立部门标准及程序, 并在管理人员审核批准以后开始实施, 以确保工作质量。

- Issues maintenance orders and follow up with the Engineering Department on preventive maintenance and repair orders.
提交维护申请，并跟进工程部预防性维护及维修申请的进程。
- Organizes production schedules to meet the requirements of the various departments.
制定生产计划表，以满足不同部门的需求。
- Makes regular water analysis and establishes washing formulas making corrections and improvements whenever possible.
定期进行用水分析，确定洗涤剂配方，在任何可能的情况下，对洗涤剂配方进行更正或者改进。
- Checks on production methods and procedures and issues necessary orders to correct shortcomings.
检查洗衣房生产方法及程序，并提出必要的申请改善不足。
- Takes inventories, orders and controls supplies.
盘点库存，订购并管理物资供应。
- Ensures that the Laundry personnel are knowledgeable about the Hotel's services and facilities.
确保所有洗衣房员工了解酒店服务及设施。
- Prepares the duty roster and fills in the monthly attendance record. 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。
- 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。
- Meets with the Executive Housekeeper to keep her/him informed on current situation.
与行政管家会面，并告知现状。
- Ensures that the responsibilities of the different sections of the Laundry Departments are implemented accordingly.
确保洗衣房的不同部门完成其相应的岗位职责。
- Monitors the Laundry departments quality service and ensures conformity to the company operating standards, procedures and local regulations in order to achieve customer satisfaction and to preserve the Hotels quality standards.
监督洗衣房的服务质量，确保服务遵守酒店运营标准，程序以及当地法规，以确保宾客满意度并维持国际酒店质量标准。
- 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. Establishes training programs in relation with the training manager.
确保洗衣房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。与培训经理同共设定培训方案。
- Trains, directs and supervises Laundry staff and takes corrective action when performance is not satisfactory.
培训，指导，管理洗衣房员工，并在其工作表现不尽如人意时进行纠正。
- Handles effectively all guest complaints concerning the Laundry departments, taking corrective action to prevent recurrence and convert the guest into a repeated customer.

处理与洗衣房有关的所有客人投诉，采取纠正措施避免此类情况再次发生，并将此类客人转变为回头客。

- 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。
- Conducts daily briefings within the departments where daily operational information is provided to the staff.
组织召开部门晨会，为员工提供当天的运营信息。
- Conducts a monthly departmental meeting where the staff could express them selves and give new ideas for the operation.
组织召开月度部门会议，供员工表达想法，为部门运作纳入新思想。
- Organizes and attends communication meetings and follows up on matter discussed.
组织并参加沟通会，并就会上提出的问题进行跟进。
- Conducts evaluations and appraisal skills meetings every six months to reevaluate the staff and make development plans for them.
每六个月组织一次员工技能评估会，对员工进行评估并为其制定个人发展计划。
- Keeps open lines of communications with sister and competitive hotels in the area.
与兄弟酒店以及当地竞争酒店保持沟通。
- Ensures that all tasks of the different sections of the Laundry departments are implemented by the staff as per the policies and procedures of the hotel.
确保洗衣房各部员工在完成工作时，遵守酒店政策程序。
- Maintains careful control over costs in the Laundry departments such as overtime, linen damages, detergents etc.
管理洗衣房的运营费用，如加班，布草破损，洗涤剂等。
- 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 Laundry areas are maintained in excellent condition and cleanliness.
确保洗衣房区域保持良好的状态和清洁等级。
- Knows the operational use and available facilities of the PMS. Works closely with Accounts Department in order to keep expenses within monthly forecasts.
了解酒店管理系统中的运营功能以及可用设施。与财务部保持紧密的工作关系，以确保部门运作费用控制在月度预测范围内。
- Work closely with the Purchasing Agent to ensure regular purchase and flow of supplies and to keep a close supervision on Laundry storeroom inventories.
与采购部维持密切的合作关系，以确保日常的采购及物资供应，密切监督洗衣房仓库库存情况。
- Ensures that the department is effectively staffed and motivated to consistently deliver high levels of guest service.
确保洗衣房人员合理配置，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。

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	CODE: 02.04.260 EDITION: 1 PAGE 4 OF 6
---	--	--

- Ensures Laundry policies and procedures manuals, service standards, tasks lists and job descriptions are complete and kept up-to-date at all time.
确保完成洗衣房政策程序手册，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
- Institutes safety measures and regularly inspects all areas.
建立安全措施，并对所有区域进行定期检查。
- Ensures all staff is thoroughly familiar with the Hotel's emergency procedures and implements emergency procedures when requested.
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。
- Knows and applies all 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。
- Regularly reviews and analyses procedures to look for ways of improvement.
定期对部门程序进行审核及分析，并寻找提高的方法。
- Assists all subordinates in the accomplishment of their job description.
帮助下级员工履行其岗位职责。
- Establishes standards of cleanliness for areas under his / her control.
建立权限范围内区域的卫生清洁标准。
- 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。
- Makes recommendations to Management for modernization of equipment, methods or supplies.
向上级管理人员推荐最现代化的设备，方法以及物资。

- 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。

INNARCHIVE .com	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.260
		<i>EDITION:</i> 1
		<i>PAGE</i> 5 OF 6

Competencies/能力要求:

- Good command of English and other language used by majority of staff.
熟练掌握英语以及另外一门员工大量使用的语言。
- Five (5) years experience in 5 Star hotel.
至少5年5星级酒店工作经验。
- 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。

Executive Duties / 行政职责:

- To assume the functions and responsibilities of Duty Manager in accordance with the Hotel's Duty Manager's Roster.
根据酒店值班经理轮值表，承担值班经理职能及职责。

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。

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.

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.260 <i>EDITION:</i> 1 <i>PAGE</i> 6 OF 6
---	--	---

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