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<u>Title:</u> 职位	Laundry Order Taker 洗衣接单员
<u>Department:</u> 部门	Laundry 洗衣房
<u>Hierarchy:</u> 汇报对象	Laundry Manager 洗衣房经理
<u>Direct Subordinates:</u> 直接下属	N/A 不适用
<u>Indirect Subordinates:</u> 非直接下属	N/A 不适用
<u>Category:</u> 级别	L7 7级

Scope/职能范围:

- Follows up, all guest requests and needs, which are phoned through the Laundry office.
跟进所有通过洗衣房办公室电话传达的顾客要求及需求。
- Organize the laundry store, file, and records of the lost and found articles.
组织管理洗衣房仓库，并对所有失物招领进行记录并存档。
- Responsible for ordering, issuing and controlling. Laundry Guest amenities and supplies.
负责接单，发放，控制洗衣宾客的备品及物资供应。

Responsibilities and Obligations/责任及义务:

- Make weekly request for the Laundry Dept. supplies, chemicals and guest room amenities.
负责每周洗衣房物资，药剂以及客房备品的申请。
- Follow up supplies from the general store and inform the House keeper of the not available items.
跟进总仓物资供应情况并向行政管家报告稀缺物品。
- Issues the Guest supplies and amenities to the laundry according to the request made, but control that there is no abuse in quantities ordered.
根据采购申请将客用物资及备品发放至洗衣房，确保没有物资滥用的情况发生。
- Received all incoming items from the receiving store.
从收货仓库提取物品。
- Answer guest calls and records all request in the logbook, follow up the request to the concerned supervisor.
将所有宾客来电以及需求记录在册，并向相关的主管跟进。
- Relieves the Laundry staff whenever necessary.
在任何必要的时候，协助洗衣房员工的工作。
- Records on a daily basis all Laundry production report.
按天为单位对洗衣房产品进行记录。
- Attends Training sessions and advice Housekeeping staff of their training schedule.
参与培训并且提醒客房部员工的培训计划。

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- Know the Fire, Safety and Security procedure of the Hotel.
了解酒店消防，安全以及保障程序。
- Performs other duties as required from time to time by the Executive Housekeeper.
完成行政管家根据实际情况提出的其它工作要求。

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，要保持高机密性。
- 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.
适时及时的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，避免伤及自身及它人。
- 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
同岗位至少一年工作经验
- Knowledge to operate a computer
具备电脑操作技能
- Must have a good telephone skills
良好的电话接听技巧
- High School Certificate
高中学历
- Background in Telephone skill and Guest Courtesy
具备电话接听技巧以及客服礼仪培训背景

Interrelations/相互联系:

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.

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与其它所有部门联系，确保酒店的正常运营，与宾客，商业伙伴，当地社区，当局以及各类媒介建议有效的关系，为酒店创造商业机会和社区关系。

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