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<u>Title:</u> 职位	Laundry Valet Runner 洗衣房送洗工
<u>Department:</u> 部门	Laundry 洗衣房
<u>Hierarchy:</u> 汇报对象	Reporting to 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/职责范围:

- Consistently perform and deliver the highest standards of product and service.
持续地展现并传递最高品质的产品及服务。
- Responsible in washing and using the correct method of washing as directed.
主要负责洗衣工作，能在指导下使用正确的洗衣方式。
- Promote a professional and positive image to all of our guests and contribute to the hotels targets.
在客人面前表现专业积极的形象，为达成酒店目标作贡献。
- Maintain Work Environment; Maintain Services and Operations, Customer Service, Personnel Practices, Administration. Training and Development of the Team, Achieve Personal Development.
维护工作环境；确保酒店服务及运作，客户服务，个人实践，团队的管理，培训，发展，谋求个人发展。

Responsibilities and Obligations/责任及义务:

- Ensure that all received calls for guest laundry pick up are registered in the logbook
确保接听的每个宾客洗衣来电并记录在当班日记中。
- Ensure that the pick up procedure is handled in 10 minutes after the received call
确保在接听电话十分钟后完成收衣程序。
- Deliveries of guest laundry are checked and comply with order and delivery documentation
对宾客衣运送过程进行检查，确保其符合洗衣接单以及运送程序文件。
- Any discrepancies are identified and reported to the appropriate person
发现任何异常及时向相应的人报告。
- Delivery of laundry is controlled after receiving from the laundry and delivered to the guest rooms as per policy and procedure
在收到洗衣房布草以后根据政策程序将衣物运送至客房。
- Preparing and recording of laundry bills
准备并记录洗衣账单
- To perform any other duties as required by the management
完成上级安排的其它任务。

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- New staff are familiarized and inducted into the workplace according to Hotel and department standards
确保员工根据酒店以及部门标准熟悉并且了解工作区域环境。
- Attend training sessions.
参与培训。
- Perform on the job training with all the employees.
与所有员工一起参与在岗培训。
- Control the safe usage of machines and chemicals.
对设备以及药剂的安全使用进行管理。
- Performs other duties assigned by the Housekeeper or his/her designate.
完成由行政管家或者其代理人员安排的其它工作。
- Know the Fire and Safety procedure of the Hotel.
了解酒店消防安全程序。
- Ensure that no wastage in the guest supplies and guest amenities.
确保没有滥用客用物资以及备品的情况出现。
- Assist in the inventory of Linen, SOE and FFE.
协助参与布草，小型运营设备以及固定资产盘点。
- To ensure the proper handling of equipment and preventive maintenance of the machine is carried out.
确保设备正确操作以及日常维护。

Security, Safety and Health/保障、安全及卫生

- 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 2 year

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同岗位至少两年工作经验。

- High School Certificate
高中学历
- Must have knowledge of Guest Courtesy
具备待客礼仪知识。
- Minimum 1-2 years experience in the same position
至少1-2年同岗位的工作经验。
- Extensive experience in operating HK machines
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.

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:

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。

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Employee Signature
员工签字

Date
日期