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**Title:**

职位

**Steam Pressman**

蒸汽熨衣工

**Department:**

部门

**Laundry**

洗衣房

**Hierarchy:**

汇报对象

**Reporting to Laundry Manager**

洗衣房经理

**Direct Subordinates:**

直属下级

N/A

不适用

**Indirect Subordinates:**

非直属下级

N/A

不适用

**Category:**

级别

**L7**


7级

**Scope/职责范围:**

- Be able to delivery consistent high standards of product and service; a passionate approach to exceeding our customers expectations.  
始终提供最高标准的产品及服务；始终尝试超出宾客期望值。
- Promote a professional and positive image to all of our guests and contribute to the hotels targets  
向顾客展示专业及积极的形象，为实现酒店的目标做贡献。
- Maintain Work Environment, Customer Service, Take Delivery of Linen, Issue, Maintain and Return Linen, Effective Working Relationships, Personal Development  
维护工作环境，提供顾客服务，分发布草，发放，维修和归还布草，建立有效的工作关系，并建立个人发展计划。

**Responsibilities and Obligations/职责和义务:**

- The highest standards of personal health and hygiene are maintained at all times  
始终保持最高标准的个人健康及卫生状态。
- All equipment is operated in line with trained instructions  
按照培训指导操作所有设备。
- Equipment is maintained in a clean working condition  
确保设备始终存放在整洁工工作环境中。
- Ensure the proper handling of guest laundry according to process needs.  
确保根据程序恰当处理客衣。
- Be able to operate the collar & cuff press, mushroom press, steam press,  
能够操作衣领和袖口的熨烫、蘑菇机、蒸汽压熨机。
- Products and services are explained to the customer at all appropriate times  
适时地向顾客介绍产品及服务。
- Service reliability is improved through obtaining customer feedback and working with colleagues  
通过获得顾客的反馈及与同事以及工作来提高服务的可靠性。

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- All visitors are greeted and offered assistance in an appropriate manner  
以适当的方式问候顾客并提供帮助。
- Ensure that sorting of guest laundry by colour and types.  
确保根据颜色和风格对客衣进行分类。
- Be able to assist the dry cleaner in any given time.  
在任何给定的时间内协助干洗工作。
- Any discrepancies are identified and reported to the appropriate person  
如有任何差异及时向对应的管理人员报告。
- Stain and damage laundry are handled correctly  
正确的处理污衣及损坏的衣物。
- All finished laundry is handled safely and care  
安全、谨慎的处理所有洗衣工作。
- Accurate and complete records are maintained of press laundry  
准确并且完整地记录所有熨烫工作。
- Ensure that all machines are off before leaving the premises.  
离开前确保所有设备均处于关闭状态。

#### **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 behavior 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.  
遵循应急程序以确保客人和员工的安全。
- 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.  
预见可能的危险和情况，并及时告知经理。
- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.  
保持最佳的个人卫生，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  
在同一职位至少工作1年。
- High School Certificate  
高中毕业证。

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- Must have knowledge of Guest Courtesy  
熟知顾客礼仪。
- Extensive experience in operating HK machines  
丰富的客房设备操作经验。

### **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.

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立有效的关系，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。

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\_\_\_\_\_  
Employee Signature  
员工签字

\_\_\_\_\_  
Date  
日期