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<u>Title:</u>	Linen Sorter
职位	布草分类员
<u>Department:</u>	Laundry
部门	布草房
<u>Hierarchy:</u>	Reporting to Laundry Manager
汇报对象	洗衣房经理
<u>Direct Subordinates:</u>	N/A
直属下级	不适用
<u>Indirect Subordinates:</u>	N/A
非直属下级	不适用
<u>Category:</u>	L7
级别	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.
始终保持高标准的产品和服务，热情的达到并超过顾客的期望。
- Promote a professional and positive image to all of our guests and contribute to the hotels targets
向顾客展示专业并积极的形象，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
保持工作环境、客户服务、接收布草、发放、维修并归还布草、有效的工作关系、个人发展。

Responsibilities and Obligations/职责和义务:

- The highest standards of personal health and hygiene are maintained at all times.
始终保持高标准的个人健康及卫生。
- All equipment is operated in line with trained instructions.
按培训时提供的指南操作所有设备。
- Equipment is maintained in a clean working condition.
确保设备在整洁的工作环境下工作。
- Chemicals are handled and stored in line with COSHH Regulations.
按照有害健康物品控制条例处理并储存化学品。
- Laundry supplies are handled safely and lifted using approved safe methods.
采用安全的方式处理以及运送洗衣用品。
- Products and services are explained to the customer at all appropriate times.
适时地向顾客推荐产品及服务。
- Service reliability is improved through obtaining customer feedback and working with colleagues.

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通过获得顾客的反馈，以及与同事的合作来提高服务的可靠性。

- All visitors are greeted and offered assistance in an appropriate manner
通过适当的礼仪问候访客并提供帮助。
- Ensure that the sorting of linen by colour and types.
确保根据质地及颜色对布草进行分类。
- Any discrepancies are identified and reported to the appropriate person
向相应的人员报告发现的差异。
- Soiled linen and bed coverings are handled correctly
正确处理脏布草以及床品。
- All linen is handled safely, and lifted using approved safe methods
采用被认可的安全方法处理并运送所有布草。
- Accurate and complete records are maintained of linen washed
精准并完整地对布草清洗进行记录。
- Ensure that the linen chute areas are kept tidy and clean. Free from rubbish and secured from unauthorised access
确保污衣槽始终保持干净整洁。避免任何垃圾进入并在未经授权的前提下不得开启。

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.
遵循应急预案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