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Title:

职位

Marker/Sorter

标记员/分类人员

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:

- Consistently perform and deliver the highest standards of product and service.
始终提供最高标准的产品及服务。
- Responsible in washing and using the correct method of washing as directed.
负责按照正确的指南采用正确的方式进行清洗工作。
- Promote a professional and positive image to all of our guests and contribute to the hotels targets.
向顾客展示专业且积极的形象，为实现酒店的目标做贡献。
- Maintain Work Environment; Maintain Services and Operations, Customer Service, Personnel Practices, Administration. Training and Development of the Team, Achieve Personal Development.
保持工作环境、进行维修服务与操作、提供顾客服务、人员实践，行政工作。培训并发展团队，赢得个人的发展。

Responsibilities and Obligations/职责和义务:

- Ensure that all received Guest laundry and dry cleaning items area checked and count properly.
确保检查并正确清点所有收到的顾客洗衣和干洗物品。
- Ensure that guest laundry and dry cleaning items are not mix with the in house laundry.
确保所有的顾客洗衣和干洗物品同酒店的洗衣分开。
- Ensure that the laundry and dry cleaning are tag properly by its room number.
确保在洗衣和干洗物品上标记正确的房间号。
- Guest laundry with damage, stained or torn should not be process, and inform the Laundry Supervisor or Laundry Manager
对于不能处理的受损、污渍或撕裂的客衣，并通知洗衣房主管或洗衣房经理。
- Any discrepancies are identified and reported to the appropriate person
如发现物品有任何差异及时向对应的上级报告。
- Ensures that all laundry to be checked according to the list and quantity to be checked.
确保根据检查清单和数量检查所有洗衣。
- Express laundry should be given high priority after receiving from the Guest / Client.


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优先处理顾客的快洗订单。

- Laundry and delivered to the guest rooms as per policy and procedure
依据政策和程序洗对宾客衣物进行清洗并送达宾客房间。
- 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
执行管理者要求的其他职责。
- New staff are familiarized and inducted into the workplace according to Hotel and department standards
根据酒店和部门的标准引导新员工熟悉工作区域。
- Attend training sessions.
参加培训。
- Perform on the job training with all the employees.
与所有员工共同参与在岗培训。
- Control the safe usage of machines and chemicals.
安全使用设备和化学品。
- Performs other duties assigned by the Housekeeper or his/her designate.
执行行政管家或其代理人安排的工作。
- Know the Fire and Safety procedure of the Hotel.
了解酒店的消防及安全程序。
- Ensure that no wastage in the guest supplies and guest amenities.
确保顾客供应品和顾客设施无浪费。
- Assist in the inventory of Linen, SOE and FFE.
辅助盘点布草、小型运营设备，固定资产以及低值易耗品。
- To ensure the proper handling of equipment and preventive maintenance of the machine is carried out.
确保设备的正确使用并组织日常设备维护。。

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.

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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 2 year
在同一岗位至少工作2年。
- High School Certificate
高中毕业证。
- 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

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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