	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	CODE: 02.04.271
		EDITION: 1
		PAGE 1 OF 4

Title:

职位

Folder

叠衣员

Department:

部门

Laundry

洗衣房

Hierarchy:

汇报对象

Reporting to Laundry Manager

向洗衣房经理汇报

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/职能范围:

- Be able to delivery consistent high standards of product and service; a passionate approach to exceeding our customers expectations.
提供始终如一的高标准产品及服务，并致力于超出宾客期望。
- Promote a professional and positive image to all of our guests and contribute to the hotels targets
为所有宾客留下专业及积极向上的印象，为实现酒店目标做贡献。
- 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，提供宾客服务，运送并分发布草，维护并归还布草，建立有效的工作关系及个人发展计划。

Responsibilities and Obligations/责任及义务:

- The highest standards of personal health and hygiene are maintained at all times
始终保持最佳的健康及卫生标准。
- All equipment is operated in line with trained instructions
确保根据培训的指南操作所有设备。
- Equipment is maintained in a clean working condition
确保设备存放在整洁的环境中。
- Chemicals are handled and stored in line with COSHH Regulations
确保各类药剂使用以及储存符合危险物质控制规程。
- Laundry supplies are handled safely and lifted using approved safe methods
采用被认可的安全方法妥善处理并运送洗衣用品。
- Products and services are explained to the customer at all appropriate times
在恰当的时候向客人介绍酒店产品及服务。
- Service reliability is improved through obtaining customer feedback and working with colleagues
通过获取客人的反馈与同事的合作提高服务可靠性。
- All visitors are greeted and offered assistance in an appropriate manner
为所有来访者置以适当的问候以及协助。

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	CODE: 02.04.271
		EDITION: 1
		PAGE 2 OF 4


- Ensure that the sorting of linen by colour and types.
确保根据颜色及型号对布草进行分类。
- Any discrepancies are identified and reported to the appropriate person
在发现布草差异时，及时向相应的人报告。
- Soiled linen and bed coverings are handled correctly
确保脏布草及被单等得到正确的处理。
- All linen is handled safely, and lifted using approved safe methods
采用被认可的安全方法妥善处理，运送布草。
- Accurate and complete records are maintained of linen washed
确保已洗涤的布草得到准确完整的记录。
- Ensure that the linen chute areas are kept tidy and clean. Free from rubbish and secured from unauthorised access
确保污衣槽内保持干净整洁。槽内没有垃圾并在未经授权的情况下保持关闭。

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
同样岗位至少一年工作经验
- High School Certificate
高中学历
- Must have knowledge of Guest Courtesy

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	CODE: 02.04.271
		EDITION: 1
		PAGE 3 OF 4

有宾客礼仪知识

- Extensive experience in operating HK machines
管家部器械操作经验。

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/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。

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.271
		<i>EDITION:</i> 1
		<i>PAGE</i> 4 OF 4

Employee Signature
员工签字

Date
日期