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Title:

职位

Linen Room Supervisor

布草房主管

Department:

部门

Housekeeping

管家部

Hierarchy:

汇报对象

Reporting to Executive Housekeeper

向行政管家报告

Direct Subordinates:

直接下属

N/A

不适用

Indirect Subordinates:

非直接下属

Tailor, Linen Room Attendant and Uniform Room Attendant

裁缝，布草房员工，制服房员工

Category:

级别

L5


5级

Scope/职能范围:

- Maintain Work Environment, Employee's Service Issue
维护工作环境以及员工的服务相关问题。
- Maintain and Return Linen /Uniforms, Effective Working Relationships, Personal Development.
维护并送回布草及制服，保持有效的工作关系及个人发展。
- Deliver consistent high standards of service; exceeding our customer's expectations.
持续提供高标准服务；始终超越客户期望。
- To promote a professional and positive image to all of our employee's and contribute to the hotels targets.
在所有员工表现出专业和积极向上的形象，最终达成酒店目标。

Responsibilities and Obligations/职责及义务:

- Ensure that all uniforms and linen is well maintained, stored and issued to the departments and associates.
确保所有制服以及布草被良好地维护，存放并发放至各部门以及相关人士。
- Ensure that uniforms/linen is checked before handing over to laundry.
确保在送洗前对所有制服/布草进行检查。
- Ensure that the exchange policy of any linen/ uniforms is followed and registered "Soil into Fresh".
确保遵守布草/制服更换政策，以脏换净
- Schedule and conduct quarterly inventories for uniforms and linen in coordination with the concern departments.
与其它相关部门协调，计划并组织季度制服以及布草盘点。
- Inspect uniforms / linen for damage, abuse and follow up with the concerned staff and department head.
检查是否存在制服/布草破损，滥用的情况并跟进相关员工及部门负责人。

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- Hands to tailor of repair or mending, if required.
在需要时，将破损布草送至裁缝处修补。
- To be familiar with laundry and valet operation.
熟悉洗衣以及衣物管理程序。
- Control, handling and recording of outsourced linen.
对外来的不布草进行管理，处理并进行记录。
- To perform any other duties as requested by the management.
完成上级安排的其它的工作任务。
- New colleagues are assisted in becoming familiar with the workplace.
帮助新员工熟悉工作环境。
- Equipment is maintained in a clean working condition.
确保操作设备存放在整洁的环境中。
- Housekeeping supplies are handled safely and lifted using approved safe methods.
确保使用安全的方式处理管家部的物资。。
- Personal organization and that of the work area is maintained to assist work flow.
自我组织能力，维护工作环境确保工作流程的顺利推进。。

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:

- Good command of English
熟练使用英文。
- 1 – 2 years experience working in hotels.
1-2年酒店工作经验。

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- Good knowledge of Microsoft Excel, Word, Outlook.
良好的办公软件知识Excel, Word, Outlook。

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议有效的关系，为酒店创造商业机会和社区关系。

Work Conditions/工作环境:

Regular hours with extra times occasionally.

日常工作时间，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。

Employee Signature

Date

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员工签字

日期