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**Title:**

职位

**Linen / Uniform Attendant**

布草/制服服务员

**Department:**

部门

**Housekeeping**

管家部

**Hierarchy:**

汇报对象

**Reporting to Executive Housekeeper**

行政管家

**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:**

- Responsible for receiving, sorting and counting of all linens and uniforms before handling to the Laundry.  
在布草交给洗衣房之前，负责接收、整理和计算所有布草及制服。
- Ensure that the fresh linens area well kept and tidy  
确保干净布草存放区域的干净整洁。
- To ensure that fresh and soiled linen and uniforms area collected and sorted in each respective places.  
确保将干净布草、脏布草以及制服区域按类划分摆放。
- Ensures that linen and uniforms received from the contractor are counted and checked properly.  
确保正确的清点和检查从承包商处接收的布草和制服。

**Responsibilities and Obligations/责任和义务:**

- Count all soiled uniform and food & Beverage linen from the trolley.  
清点所有从布草车中取出的脏布草以及餐饮布草。
- All soiled uniform and food & Beverage linen must be sorted out in the soiled linen box in the chute area.  
将脏制服以及餐饮布草通过污衣槽分类进入分类脏布草箱中。
- Keep aside badly damage, stained or torn linen for separate washing.  
单独清洗被严重损坏、着色或撕裂的布草。
- Sorted and count the linen and uniform according to washing and dry cleaning.  
分类并清点干洗和水洗的布草和制服。
- Report any misuse of Uniforms and Linen to the Exec. Housekeeper.  
向行政管家报告所有丢失的布草和制服。
- Ensure that enough Uniforms and Linen for the day to day operation of all departments.  
确保酒店有足够的干净制服及布草以支持所有部门的日常运营。
- Ensures that Uniforms that needs repair should be hand over to the tailor.  
将需要修补的制服交给裁缝。

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- Ensures that linen and uniform that had been repaired should be hand over to the Laundry.  
确保将修补好的布草和制服交给洗衣房。
- Ensures that the Linen is stored properly according to colour and sizes, and usage of area.  
根据布草的颜色、尺码和使用方法正确地储藏布草。
- Ensures that the Uniform room is stored properly according by Department and sequence of number.  
制服房根据制服的部门、序列号正确的存储制服。
- Keep linen and uniform room area neat and tidy at all times.  
维持布草和制服存放区域的干净整洁。
- Keep all linen and trolleys clean and in good condition.  
维持所有布草以及布草车的干净整洁并存放在良好的环境中。
- Attend training sessions.  
参加培训会议。
- Must be aware of Fire, Safety and Security procedures of the Hotel.  
熟知酒店的火灾、安全和保障程序。

#### **Security, Safety and Health/保障、安全和健康:**

- 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，避免伤及自身及他人。
- 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 and 2 other languages  
良好的英语水平并会使用2种其他语言。
- 1 – 2 years experience working in hotels.  
有1-2年的酒店工作经验。
- Good knowledge of Microsoft Excel, Word, Outlook.  
熟练使用Excel, Word, Outlook。

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### **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，与宾客以及商业伙伴、当地社区、政府和中介机构建立有效关系，为酒店创造最佳商机和社区关系。

### **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。

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

\_\_\_\_\_  
Date  
日期