

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.278 <i>EDITION:</i> 1 <i>PAGE</i> 1 OF 3
---	--	---

Title: 职位	Florist 花匠
Department: 部门	Housekeeping 管家部
Hierarchy: 汇报对象	Reporting to Executive Housekeeper 向行政管家汇报
Direct Subordinates: 直属上级	N/A 不适用
Indirect Subordinates: 直属上级	N/A 不适用
Category: 级别	L7 7级

Scope/职能范围:

- Deliver consistent higher standards of product and service.
提供始终如一的高质量产品及服务。
- To exceeds our customer's expectation.
超越顾客期望。
- 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。

Responsibilities and Obligations/责任及义务:

- The highest standards of personal health and hygiene are maintained at all times
始终保持高标准的个人健康及卫生状态。
- To assist the stylish to a safe and secure environment for customers, staff and visitors is maintained
为宾客，员工及来访客打造一个极具风格且安全的环境。
- 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。
- Personal organization and that of the work area is maintained to assist work flow
自我约束，确保工作区域整洁，能够完成各项工作流程。
- Products and services are explained to the customer at all appropriate times
在适当的时候向客人介绍酒店产品及服务。
- Prompt responses are given to the service needs of customers
在客人提出服务要求时，及时给予回复。
- Feelings expressed by the customer are responded to appropriately
对于客人表达的想法，给予恰当的回应。
- Methods of communication are adapted to meet the needs of the customer

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.278 <i>EDITION:</i> 1 <i>PAGE</i> 2 OF 3
--	--	---

- 针对宾客提出不同的需求，采用不同的沟通方式。
- All visitors are greeted and offered assistance in an appropriate manner
对所有来访者置以恰当的问候以及协助。
- Preparing and maintaining all flower requirements in the hotel
准备并满足酒店所有用花需求。
- Maintain creativity in doing floral arrangements
在选花时始终保持创意。
- Cost and budget orientated for floral decoration
准备用花成本核算及预算。
- Attend departmental briefings
参与部门例会。
- Awareness of all events and relevant changes as required for your performance
了解酒店所有活动情况以及相关变化，并据此调整工作内容。
- To perform other duties as required by the management
跟据上级管理层要求完成其它工作。

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 language.
熟练英文能力。
- Five years experience in 5* hotels.
至少5年5星级酒店工作经验。

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.278 <i>EDITION:</i> 1 <i>PAGE</i> 3 OF 3
---	--	---

Interrelations/互相关系:

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。

Employee Signature
 员工签字

Date
 日期