SHIFT DEFINITION & PREPARATION 班次的定义和准备

Good service requires good planning. As the front office is a 24h operation the preparation for the succeeding shifts is an essential aspect of the front office organisation.

良好的服务需要良好的规划。由于前台的办公室是24小时运作的，成功的准备工作是前台办公室组织的基本方面。

The following 3 shifts apply 3班制:

- morning shift早班
- afternoon/evening shift下午/夜班
- night shift夜班

Part shifts may be implemented according to operational needs

班次的变化可以根据运营业务需要

SHIFT HANDOVER & HANDOVER LOG交班，交接日志

Before each change of shift, the shift leaders of the leaving and starting shift shall conduct an appropriate handover. Handover Logbook to be signed off & on.

每次交接班之前，当班负责人应当留下和开始的班次进行交接。交接日至必须完成和签名

The handover should address the following issues交接应解决以下问题:

- expected arrivals/departures预计抵达/离店
- open accounts未付的帐目
- VIP's贵宾
- events of the day 当天的事件
- unusual incidents不寻常事件
- guest complaints to follow-up客人投诉的跟进

The shift leader of the starting shift additionally conducts a pre-shift meeting with the associates that can be accomplished individually or by group. During the pre-shift meeting:

接班的当班负责人应当组织单独或团队一起的交接会议。交接会议上：

Conduct a roll call:进行点名

a. Immediately upon arrival, check all associates for proper grooming and appearance (including uniforms, name tags, fingernails, hair, make up, and a smile).
到达后立即检查所有员工的正确的仪表，仪表包括制服，名字牌，指甲，头发，化妆，和微笑）。

b. Inform about special offers. Discuss pairings and upsell ideas.
通知重要要求。讨论配对和向上销售的理念

c. Discuss special events, in-house groups/functions, or special parties scheduled for that shift.
讨论特殊事件，入住的团队/活动或者这个班次的特殊时间安排

d. "Gear up" the team and get them in an "upbeat" mode.
鼓励团队让他们有一个乐观的态度

e. Basically, prepare the associates to meet the guests.
帮助员工准备好接待客人

Make sure the employees are确保员工了解:

a. Aware of rush hours
了解繁忙时间

b. Aware of day rates, occupancy level, specials
了解当天的价格、出租率、特价

c. Aware of functions, social events, conferences of the day
了解之一天的活动和会议

d. Aware of the number of reservations/VIPs and repeat guest profiles.
了解预定/贵宾数量和常客的情况

e. Appraised of observations from past service (i.e., problems, good service).
之前的服务评价（如：问题，好的服务）

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For proper planning and conducting of pre-shift meetings it is recommended to use a pre-shift meeting checklist.
为了正确地计划和进行班前会议需要一个班前会议检查表

Pre-Shift Meeting Check List班前会议检查表

DAY & DATE:日期_____   SHIFT:班次_____

SHIFT LEADER CONDUCTING CLASS: 倒班负责人 _____

MANAGER ATTENDING出席经理:_____

KEY ISSUES: 关键问题   OCC: _____

ARRIVALS抵达：_____   DEPARTURES离开: _____

VIPS贵宾:_____   FUNCTIONS:功能_____

RATES:价格 _____

UNUSUAL INCIDENTS:不寻常事件_____

_____

SERVICE STANDARDS REVIEWED ON服务标准审查_____

_____

SAFETY STANDARD REVIEWED安全标准审查:_____

_____

COMMENTS, INSTRUCTIONS意见，说明:_____

_____

ASSOCIATE ATTENDANCE出席人数:

_____   _____

_____   _____

_____   _____

ROOM ALLOCATION房间的分配

Employees should adhere to the following aspects when allocating the guests to the rooms:
员工分配房间给客人应该坚持以下几个方面：

1. Room category (Comfort/Superior/Suite) as per reservation confirmation
   按照预定房型（舒适/高级/套房）分配
2. Room type (King bed/Queen bed/Twin) as per reservation confirmation
   按照预定房型（大床/皇后床/双床）分配
3. Room location (Main Building or Annex, distance to facilities)
   按照房间位置（主楼或附楼板，距离设施距离）
4. Repeaters should receive their "favorite room"
   常客应得到他们喜欢的房间
5. VIP's & Repeaters and high rate paying guests to be allocated first
   贵宾、常客和收费高的客人应该首先分配
6. Groups should be allocated close to each other, group leader's - to maintain their privacy -should be allocated only "nearby"
   团队的分配房间应集中。领队的房间应在附近并要保护其隐私
7. Avoid a too big distribution of occupied rooms to help other departments/save costs
   避免占用过大房间分布，以帮助其他部门/节省成本

SPECIAL ROOM ALLOCATION特价房分配

1. Rooms for VIPs and/or repeaters will be assigned by the FOM and may not be changed by rank & file staff
   贵宾和常客的房间将由前台经理分配，其他级别员工不得改动
2. Rooms especially established to respond to particular guest needs (rooms for disabled persons, anti-allergy-rooms, family rooms etc.) to be assigned only in case of need (no run-of-the-house), to ensure permanent availability
   满足的主客人需要的房间（残疾人客房，抗过敏客房，家庭客房等）一定在需要时才进行分配，保证长期的客用性。
3. FOM decides about upgrading guests in case of need. Upgrades must always be communicated to the guests as such to avoid possible future disappointments and discussions
   前台经理在必要的情况下决定客人升级的事宜。升级的事宜要事先与客人沟通，避免之后的失望和争论。
4. "Specials" to be communicated to all other affected departments
   特价要通知所有受其影响的部门。

KEY CARDS钥匙卡

Upon arrival one key card per adult person occupying the room is prepared and handed out to the guest(s). Key card to be presented accordingly in the welcome booklet.
客人自抵达后每个房间的成年人都有一张准备好的钥匙卡交到客人手中。钥匙卡是放在欢迎手册当中呈递给客人的。

Key cards are not supposed to be stored at the reception in the guest's absence from the room. 客人离开房间时不需要将钥匙卡放在前台保存。

Guests reporting a key card as lost, should present any type of I.D. document (e.g. passport, I.D. card, driving licence) to receive a new card. This rule does not apply to personally known regular guests or VIP's.客人报失房间卡时应当出示相关证件（如护照，身份证，驾驶证）用以货的新的房卡。这个条款不适用于以熟知身份的常客或贵宾。

Key cards may never be marked with a room number to avoid undesired access and to the guest's protection
钥匙卡上从来不标注房号避免不必要的访客和对客人的保护。

REPEATERS & VIPs常客和贵宾
It is one of the company's most important objectives to increase the number of its repeating guests constantly. Therefore each and every associate should be able to recognize repeaters (and of course VIPs), knowing their particular needs and desires. Thus elaborated guest history filing and tracking is an essential every day procedure in all XYZ Hotels in addition to the company own customer relationship management.
这是公司最重要的目标之一，不断增加其重复来往客人数量。因此，每一位员工应该能够识别常客（当然包括贵宾），知道他们的特殊需要和愿望。因此，客户的历史档案和跟踪是出了公司客户关系管理之外的一个每天重要程序。

Definition "Repeaters":常客的定义
Repeaters are guests who frequently stay at your hotel or any other hotel of the group.
常客是指经常在你酒店居住或是在巴伐利亚酒店集团的其他酒店居住的客人。

Repeaters and VIP's deserve special attention and treatment:常客和贵宾值得特别关注和处理：
1. Personalized welcome, recognition and approach by the management得到管理阶层特殊的迎接、识别和态度
2. VIP treatment贵宾待遇

VIP treatment includes: 贵宾待遇包括：
- Welcoming through one of the management's team members upon arrival 到达的时候有管理阶层的人员迎接
- Escort to the room 护送到房间
- Separate check-in / out (e.g. executive floor)
  分开的入住和退房（如在行政楼层）
- VIP treatment in guest room 客房的贵宾待遇

If an individual repeater has booked more than one room VIP treatment applies to all rooms booked through this guest.
如果一位私人常客预定了不止一间客房，所有通过他预定的房间都享用贵宾待遇。

If the repeater is a business client (e.g. a company booking for all participants of a convention) only the most important persons of this business group receive the VIP treatment as they generate the business for the hotel.如果一位企业常客（比如一家公司为所有的与会人员预定房间），只有这家公司重要的人员可以得到贵宾待遇，应为他们一般将会给酒店带来生意

VIPs may be hotel guests or local guests. Hotel VIPs are identified on the in-house VIP list. Whenever servicing VIPs, associates should:

贵宾可能是酒店的贵宾客人或本地的客人。酒店的贵宾被确定在内部贵宾客人名单中。贵宾服务应该做到：

- Consult the in-house VIP list, and cross-reference it to the reservations list for the upcoming shift to determine if any VIPs are expected. Keep the list handy as a cross-reference during shift.

  咨询内部贵宾名单并且标注在预定单中，以告知接下来的班次是否有贵宾预定。在交接班时将此单转交给下一班次。

- Notify the Manager when VIPs are expected, and cross check with related departments for VIP treatment set-up.

  如果有贵宾预定需通知经理，交叉检查相关部门做好贵宾待遇的安排。

- Greet VIPs by name upon their arrival; acknowledge that we are pleased they are joining us and that a special effort has been made to make them feel "home away from home"

  迎接贵宾时使用客人的姓名。 体现我们对他们的到来表示高兴，并告知客人我们做了特殊的安排让他们感到有"家外之家"的感觉。

- Inform associates of any special instructions provided via the reservation.

  通知公司任何特殊的指示都通过预定部提供。

- Advise associates and follow the internal accounting procedures for "complimentaries"

  免费制度建议公司走内部会计程序

SAMPLE VIP LIST 贵宾名单样板

VIP LIST贵宾名单

GUEST NAME 客人姓名	ARRIVAL 抵达	DEPARTURE 离店	ROOM # 房间号	PAX 数量	STATUS 级别	COMMENTS 备注

COPY TO: GM, FO, HK, F&B 备份: 总经理、前台、客房、餐饮

COMPLETED BY建立: DATE日期   FRONT OFFICE MANAGER 总经理签名

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GUEST MAIL, MESSAGES, FAXES & PACKAGES客人邮件，信息，传真与包裹

1. Answer the telephone before the third ring; don't place guests on hold longer than 15 seconds; if longer, offer a call-back within three minutes

   铃声响4声之前接听电话。不要让客人等待超过15秒。 如果时间过长，请求在3分钟之内回复电话

2. On the telephone sound calm and organized

   在电话里声音要平静和有礼貌。

3. When callers ask for a guest room between midnight and 0600, tell them the local time and ask if they would like to leave a message; then offer to connect the call

   如果有电话在午夜到凌晨6点之间找客人，请告诉来电人当地的时间和询问是否可以留言，然后再提供转接服务。

4. When sending a message or confirmation to a guest, read it into the voice mail and only print it if the guests asks

   发送消息给客人或给客人确认，请在留言箱里留言，只有在客人特殊要求的情况下打印出来

5. Ensure that messages for guests are taken accurately in every detail and include the time and name of the caller

   确保客人的到消息的准确性请记清楚每一个细节包括时间、来电者姓名等

6. Deliver guest faxes, packages or envelopes within 30 minutes of receipt; if late at night, leave a voice mail offering delivery (2200-0800 in city hotels, 2100 – 0900 in resorts)

   收到客人的传真、包裹、或信件须在30分钟内送交客人。如果是夜晚请在留言箱内留言请求送交。（城市酒店在22点-8点，度假酒店21点-9点）

7. When delivering a package to a guest room obtain the guest's signature; if the guest is not present leave a voice mail offering delivery

   当送交包裹到客人房间需请客人签字。如果客人不在，请在留言箱内留言请求送交。

8. Make your conversations warm, unhurried, yet efficient

   谈话时语气温和、不紧不慢，高效。

9. Be sensitive to the guest's time, mood and situation

   敏感对待客人的时间，心情和处境

GUEST REQUEST PRIOR TO ARRIVAL客人到达之前的要求

- The Concierge must monitor requests, faxes, messages or packages received prior to arrival of a guest in order to maintain that the guest arrival date has not changed and that the message remains intact.

  礼宾部要监督未抵达的人的要求、传真、信息或包裹是否在客人抵达前收到，客人入住的日期是否更改，确保信息保留。

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- Should there be a change in arrival date, follow-up should take place by contacting the guest (if contact information is available) or by contacting the sender to advise that delivery will not be made on the date originally anticipated.

  如果客人抵达的日期有所更改，跟进的工作应该是联系客人（如果有联系信息），或者联系发件人通知请不要按原计划发出。

- On the day of the arrival of the guest, applicable note cards and or items are to be given to the Front Desk to give to guest at time of check-in. Logbook(s) should indicate that items are at Front Desk.

  客人抵达的当天应该把使用的记录卡或物品放置在前台以便客人在办理入住手续时的到。日志上应注明物品在前台。

- Insert local procedure

  插入本地流程

WAKE UP CALLS 叫醒电话

Wake up call is an in-house telephone call to a sleeping guest at a specific time to wake him up, predetermined by the guest. It is generally done in the morning but a guest may require it any time of the day.
叫醒电话是酒店内部电话，目的是在特殊时间叫醒睡觉的客人。是由客人预定的。一般情况下是在早上，但是客人可以在任何时间要球叫醒。

Depending on the EDP System of the hotel, wake-up calls may either be carried out automatically (via the interactive customer interface) or manually by the FO / Telephone Operating Staff.
根据酒店的EDP系统，叫醒电话可以是自动的（通过用户界面）或者是由前台/电话操作员手动操作的。

Manual wake-up calls should be carried out as follows:手动操作应如下进行：

- Give full attention to write proper room number, name and time to wake-up guest to avoid any mistakes
  充分重视书写正确房间号码，姓名和时间来唤醒客人，以避免任何失误
- Always ensure that guest really wakes up after your call. You may politely ask the guest if he/she wants to have a 2nd wakeup call or not. 始终确保客户在接听你的电话后真正醒来。你可以礼貌地询问客人，如果他/她想要有第二唤醒。
- If no reply is done by the guest while you are calling or guest just hang up the phone and hardly gave any reply then you should call him/her again.
  如果客人没有答复，或是客人干脆挂掉电话，几乎不给任何答复，那么你应该打电话给他/她。
- When calling you should say the following: *"Good morning Mr./Mrs./Ms. It. is …a.m. in the morning which is your requested wake up time. Have a nice day!"*
  打电话时，你应该说以下内容："早上好先生/太太/小姐。现在是早上/上午时间... 。是你的要求叫醒。祝您有一个愉快的一天！
- When getting your call, a guest may not immediately understand you as he/she just woke up. Give the guest some time and explain again the purpose of your call.
  当接到你的电话时，客人可能不会立刻明白你，因为他/她刚刚醒过来。给客户一些时间和解释你来电话的目的。
- If after a 2nd call the guest does not respond at all, send a bell-person to knock his/her door and wake him/her up.
  如果经过第二致电客人都没有响应，派一个人人敲他/她的门，唤醒他/她。

SAMPLE WAKE UP CALL LIST 叫醒列表样板

WAKE UP CALL LIST   DATE: _____

Time	Room	Comments	Time	Room	Comments	Time	Room	Comments	Time	Room	Comments	Time	Room	Comments	Time	Room	Comments
			6:00			6:45			7:15			8:00			8:45		
															9:00		
															9:15		
5:00									7:30						9:30		
						7:00									9:45		
5:15			6:15									8:15			10:00		
															10:15		
5:30									7:45						10:30		
			6:30									8:30			11:00		
5:45															11:30		
															12:00		

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SAFE DEPOSIT BOXES保管箱

Hotel safes at the reception are designed for the safekeeping of jewellery and other valuables of the guests during their stay at the hotel.
酒店接待处的保管箱是专门为客人在酒店居住期间保管珠宝首饰和其他贵重物品的。
The use of these safes is supposed to be free of charge.
使用保险柜是免费的
The contents of these safe deposit boxes have to be covered by the hotel's insurance up to a certain maximum amount. The guest has to be informed about this limitation in the agreement he/she has to sign.
酒店保险柜内的物品是有最高保险金额的。这个金额是要通知客人并需要客人签名同意的。

Front Office Employees and the GM may have access to the master key, which should be kept locked at all times. A copy of the master key has to be locked up in a safe deposit box in a bank for emergencies. There has to be only one individual key per safe deposit box.
前厅部的工作人员和总经理可以得到主钥匙，保险柜要随时保持锁定状态。主钥匙可以做一个副本保留在银行的保险箱里，以备急需。每个保险柜只能有一把个人钥匙。

If the guest should lose his/her key, the hotel has to charge him/her for all related costs (minimum – as per agreement).
如果客人丢失了钥匙，酒店要收取更改用的相关费用。（最低-按照协议）
The use of a guest safe is limited to the duration of the guest's stay.
客人时用保险箱的时间仅限于客人逗留时间。
If a guest lends a safe deposit box, a reminder (trace) has to be put in the guest's file in the computer system to remind the employee on check-out to claim the return of the key.
如果客人租用了一个保险柜，要在电脑系统中的客人文件中作一个提示，提醒员工在客人退房时要回钥匙。

"Safe Deposit Box Usage Agreement" / Safe-no.: _____
保险箱使用协议/保险箱号码：----------

I confirm that Hotel XYZ has provided me with a guest's safe deposit box free of charge to store my valuables, money and documents at my own risk and I hereby acknowledge receipt of the key.

I will return the key latest upon departure from the hotel. If I should fail to do so, the hotel is entitled to open the guest's safe deposit box and take possession of the contents. Transportation of the contents is effected at my risk and at my expense. After one month I waive the right of the returning of my contents.

If I do not return the key, I am liable for the damage caused through forced opening and repairing of the safe deposit box (min. cost: _____€/YL./L.E./RMB)

我可以确认百府悦酒店XYZ向我免费提供了一个保险柜用来存放我的贵重物品，钱和证件。风险由我自己承担。我在此确认我收到了钥匙。

我将在离开酒店之前将钥匙归还酒店。如果我不这样做，酒店有权利打开保险箱，使用其存放的物品/内容。运送物品由我个人承担风险和费用。一个月之后我将放弃要求物品返还的权利。

如果我不归还钥匙，我将负责由于强制打开和维修保险箱的赔偿。（最低费用:---------欧元/人民币）

The hotel is only liable for the contents in case of wilfulness or gross negligence by the hotel's employees. Liability is limited to the sum of _____€/YL./L.E./RMB)

酒店只负责承担由于员工故意或严重失职所造成的损失。赔偿总额限制在_____€/ 人民币）之内。

With my signature I recognize the above conditions of the safe deposit box *usage* agreement."
我的签名确认我同意使用保管箱协议。

Guest's name客人姓名   Room No.房间号码   Stay from/until停留时间

Signature guest客人签名   Place/date地点/日期

Signature hotel酒店签名   Place/date地点/日期

LUGAGGE CONTROL & CARE 行李的检查和保管

- Whenever guests ask for their luggage to be stored, either on a short-term or "long-term" basis, all guests must be issued with a luggage claim tag as acknowledgement 当客人要求寄存他们的行李时无论时间长短，所有的客人都需要发给行李牌作为确认。

- Resorts are to establish systems for luggage items that guest travel with. Storage areas and transport are to be monitored
度假村要设立客人随行行李寄存系统。储存区域和运输都要进行监视

- At time of check in, if the guest room is not ready, the Front Desk will obtain the luggage claim tickets from the guest and give the luggage claim ticket to the Bell Attendant/Porter for luggage storage
如果办理入住时房间还没有准备好，前台应该向客人收取行李牌，将行李交给行李员或门童存放行李。

- Upon the guest room becoming available, the Front Desk will give the luggage claim ticket to the Bell Attendant/Porter for the delivery
一但房间收拾好了，前台应该将行李票交给行李员/门童交送行李

- The way in which the guest's belongings are handled is a reflection of the experience and professionalism of the Bell Attendant
行李员应该有经验和专业的对待客人的物品。

- If an employee accidently damages a piece of luggage please inform your supervisor immediately, so the item can be fixed
如果一个员工不小心损坏了一件行李应该立即通知你的主管，将此事处理

- Do not see luggage as luggage. See luggage as silk clothing, jewelry, custom-made shoes, etc.
不要认为行李就是行李。对待行李如丝绸服装，首饰，定做鞋等

SAFETY & SECURITY人身与财产安全

As the Front Office (incl. telephone operator subsection) is the main first contact point of each hotel operation for guests, business partner and staff alike, the FO team may face special challenges in terms of safety and security issues.
作为前台（包括电话接线生）首先是要第一面对酒店运营的每一位客人、商业伙伴和员工。前台的团队要面对特殊的挑战可能面临安全问题。

Every Front Office employee should know how to (re-)act and assist our guests in case of:
每一位前台的员工都应该知道在以下情况如何帮助客人：

- Fire 火灾
- Accidents事故
- Robbery / Thievery抢劫/偷盗
- Threats (Bomb threats) 威胁（炸弹威胁）

Fire 火灾

Fires are threats that may affect every hotel in the world and can originate in every department. They can be caused for example by defect technical devices and cables, unattended burning candles on the restaurant tables, disposed cigarette- butts, smoking in bed by guests, gas leaks, or by improper storage of explosive or easily inflammable items (fireworks). Additionally fires can occur from outside in form of terrorist attacks or natural phenomena such as lightning.
火灾是一种威胁，可能影响到世界每一个酒店，可以是来源于任何一个部门。他们产生的可能性很多如损坏的设备、电线、无人注意到的餐桌上燃烧的蜡烛、没有熄灭的烟头、客人在床上吸烟、煤气泄漏火势依然物品存放不当。另外火灾的也可能以为外部原因如恐怖袭击或自然现象如闪电灯。

In case of a fire the following behaviour rules apply: 发生火灾应遵循以下行为准则：

- remain calm
  保持冷静
- comfort guests reassuringly that they remain calm and do not panic
  安慰客人，使他们保持冷静，不要惊慌
- assist emergency team to guide guests and staff though possible evacuation procedures协助紧急应变小组，以指导客人和员工完成疏散程序
- ensure taking all necessary documentation (e.g. guest in house list) to verify proper evacuation control – if necessary
  带好一切必要的文件（例如，在客人客房列表），妥善疏散–如果需要

Accidents意外

1. Inform Manager on Duty
   通知值班经理

2. Call ambulance / police (if necessary)
   呼叫救护车/警察（如有必要）

3. Inform employee trained in First Aid and guide him/her to place of accident

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通知接受过急救培训的员工，引导他/她到意外地点

4. Try to comfort and calm down family members / friends of the injured, keep away curious spectators and secure the immediate surroundings
试着安慰和平静伤者的家人/朋友，远离好奇的观众和确保周围环境的安全

5. Wait for the ambulance to take over the injured person's treatment
等待救护车接管伤者的治疗

6. If necessary and possible, assist in the conversation between injured or the family members and the emergency employees /police
如果有必要和可能，协助受伤者或家庭成员和应急员工/警察进行交谈

7. Keep the place of accident blocked for further investigations
保持在意外发生地点作进一步调查不受阻碍

8. If equipment, furniture or anything technical caused the accident, please inform the Maintenance Department to analyse the situation from a technical point of view
如果设备，家具或任何机械造成的事故，请通知维修部门从技术角度分析情况

9. If necessary, arrange check of related objects (e.g. the other water slides) and close them for public
如果需要安排检查相关设备（如其他水上滑梯）停止使用。

10. Keep area closed as long as it is necessary for all investigations to be completed and then get the damaged area / object repaired
保持该区域封闭直到所有调查工作完成，然后对受损区域/对象进行修复

Thievery/Burglary偷窃/爆窃

The hotel itself, employees, guests, even employees of subcontracted companies working in the hotel can become victims of thieves and burglars.
酒店本身，员工，客人，甚至在酒店工作的分包公司的员工可以成为小偷和窃贼的受害者。
If you detect that someone has broken into the hotel (damaged doors / windows / lockers / usually locked cupboards / safes etc.) or a guest reports theft or burglary, please proceed as follows:
如果发现有人已经闯进了酒店（损坏门/窗/储物柜/通常锁定的橱柜/保险柜等），或客人报告破碎、盗窃或爆窃行为，请按如下步骤：

1. Inform General Manager or Manager on Duty, if it is obvious what has been stolen, please give detailed information.
通知总经理或值班经理。如果是很明显的被盗，请提供详细资料。

2. Inform the hotel own security office / respectively the police
通知酒店本身保安办公室/区域警察

3. Block the affected area, stop anyone from entering, touching, moving any items.
关闭区域，限制进入、触摸，移动任何物品

4. Wait for the police to proceed with further investigation and follow their instructions
等待警方展开进一步调查，并遵照他们的指示

5. Assist guests in any ways – comfort, calm them
以任何方式协助客人 - 让他们舒适、冷静

Reporting System报告系统

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All incidents have to be recorded on a report sheet: 所有事件都必须记载在报告单上：

*Bomb threat via telephone*通过电话得到的炸弹威胁

Terrorist activities can emerge in very different ways. Sometimes they strike without warning while in other cases the terrorists heed warnings to civilians. Bomb threats are probably the most common way to terrorize. If your hotel receives such a phone call, the employee should behave as the subsequent describes.

恐怖活动有非常不同的方法。有时候他们在没有警告的的情况下袭击，另一种情况恐怖分子警告平民。炸弹威胁可能是最常见的恐吓方式。如果您的酒店收到这样的电话，你的员工应该采取如下行动：

- ✓ Stay calm保持冷静
- ✓ Listen carefully仔细聆听
- ✓ Do not interrupt不要打断
- ✓ Take notes on the person speaking记录来电者
    - Dialect方言
    - Gender性别
    - Age (appraise) 年龄（评价）
    - Type of speaking: loud, calm, nervous, exaggerated, clear, with accent, scatting, lisping etc. 讲话类型：响亮，平静，紧张，夸张，与口音清晰，散射，口齿不清等
- ✓ Take notes on the background you hear (street noise, machinery, waterfront, animals...)注意你听到的背景（街道噪音，机械，海滨，动物...）
- ✓ Try to keep the talk going on, ask questions尽量保持谈话的进行，提出问题

- When is the bomb going to explode? 炸弹将要何时爆炸？
- Where did you locate it? 你把它放在了哪里？
- How does the bomb look alike? 炸弹看起来很像什么？
- What type of bomb is it? 什么类型的炸弹？
- Does the bomb have time related detonation function?炸弹是否有定时的功能？
- What's your name? 你叫什么名字？
- Where are you calling from? 你是从哪里打来的？
- Why did you plant the bomb?是你设计的炸弹么？
- Tell the caller that you are r not the responsible of the hotel and try to forward the call to the Manager on Duty告诉来电者，你不是该酒店负责人，并尝试着在寻找值班经理

✓ Inform the police immediately立即通知警方

Discovery of suspicious items/bags: 发现可疑物品/袋：

✓ Inform GM or Duty Manager immediately立即通知总经理或值班经理
✓ Explain exactly where the suspicious object is located准确地解释可疑对象的位置
✓ leave the object where it is保留物品在其位置

DO NOT不要

✗ touch it or move it触摸或迁移它

✗ open it打开它

✗ cover it with anything用任何东西盖住它

✗ not smoke or light matches or lighters没有烟、火柴或打火机

✗ do not change the surrounding conditions (light, temperature, moist etc.) 不改变（光，温，湿等）环境条件

If you already might have moved the object put it down cautiously and **DO NOT** bend it, turn it upside down, shake it etc. 如果你已经可以移动了对象要小心放下，不要弯曲它，把它倒过来，摇动等

Evacuation after a bomb threat炸弹威胁后疏散

✓ Remain calm
✓ 持冷静
✓ Inform all heads of department
    通知所有部门主管
✓ Head of department is responsible for the save evacuation of all employees of his/her department and all guests being in the place at this moment
    部门主管负责将部门所有的员工和这一刻在此地的所有的客人安全的疏散。
✓ Order all guests to leave the building immediately, but without haste and ensure they leave the building, let the police be of help (if there already)
    要求所有的客人立即离开建筑物，但是不要疏忽，确保他们离开，让警方协助（如果已经到达）

✓ Leave the building to open air and far away enough to the building (soccer fields, tennis courts etc)
  离开建筑物到空地上，远离建筑物（足球场，网球场等）

✓ Make sure that no-one is missing (info point), ask guests and employees, take the "Guests in House" list to check
  确保没有人员遗漏，询问客人和员工，用客人入住单进行检查

✓ Refer to general evacuation procedures for further instructions how to evacuate!
  参阅一般疏散过程，如何进行下一步疏散撤离

✓ Wait for further instructions of the police/ bomb disposal experts
  等待警察/拆弹专家的进一步指示

✓ Ensure that no-one enters the building until the experts and the police claim it to be safe.
  确保没有人进入大楼，直到专家和警方通知它是安全的

✓ Assist the guests when returning to the hotel.
  协助客人，返回酒店

✓ Inform the Head office in Beijing about the incident.
  通知北京总部有关事件