1. *Purpose 目的*

   Ensure all the employees are fully familiar with the hotel action on the Elevator Malfunction.
   确保酒店所有员工发生电梯故障时完全熟悉的行动程序。

2. *Scope 范围*

   All employees 所有员工

3. *Responsibilities 责任*

   It is the responsibility of the following personnel (All the Dept Division Heads, Managers and Hotel Crisis Management Team Members) to ensure that this procedure is duly carried out when the Elevator Malfunction happened.
   所有部门总监、经理和紧急事件管理小组有责任保证此程序能适时地得以执行。

4. **About Elevator Malfunction:关于电梯故障:**

   In order to prevent the malfunction of the elevators by electrical stoppages or other mechanical reasons, thereby trapping our guests inside for some duration and causing complaints to be made against the hotel, all departments should establish related emergency procedures, efficient and effective communications, and work closely together to reduce these incidents to a minimum.
   为了防止电梯因为停电或是其他机械原因出现故障，导致客人因长时间被困而发生投诉，所有部门必建立统一的相关应急程序，高效、高质的进行沟通，通力合作以减低此类事情发生的机率。

   When there is a power failure, a high voltage short - circuit and/or a faulty power
   Conversion that causes the elevators to malfunction or stop, all staff from the CCTV room at extension "6855" or "5110", Assistant Manager at extension "#6166" and Duty Engineers of the Engineering Department at extension "#6844" or "#6843" should react instantaneous, taking remedial actions as deemed necessary, to ensure guests safety and the prevention of guests being trapped inside the elevators for any duration of time.
   停电，高电压短路或者是错误的电流转换而导致电梯故障或是暂停时，保安部24小时值班监控室"6855"或"5110"，酒店大堂经理"#6166"，电梯维保值班"6857"，酒店值班工程师"#6844"或"#6843"，应该立即采取及时有效措施以确保客人的安全，避免客人长时间停滞在电梯中。

Emergency Procedures
应急程序

CCTV Room
监控室

- When a power failure, a high voltage short-circuit and/or a faulty power conversion has just occurred that might cause disruption to the smooth running of the elevators, the CCTV attendant should check the elevator monitor to ascertain the situation of the various elevators and whether these are functioning properly.
停电、高电压短路或者是错误的电流转换时，可能导致电梯运行不平稳，监控室值班人员应立即察看电梯监控器，了解电梯的运转状况和电梯内的情况。

- Should the monitor shows signs of stoppages of the elevators, the attendant should inform elevator maintenance contractor at extension "6857" and Hotel Operator at extension "0", immediately advising them of which elevator is malfunctioning and has stopped on which floor.
如果监控器显示电梯停止运转，要立即通知电梯维保值班人员电话"6857"，酒店总机"0"，说明哪一部电梯出现故障和停止在哪一楼层。

- The CCTV attendant should check all CCTV cameras to record all the events happening inside the elevators for future reference.
监控室值班人员要检查所有电梯内监控情况，并记录下电梯内可能发生的一切事件。

- Upon receipt of the alarm from the elevator, the attendant should check, via the intercom, the number of occupants inside the elevator and pacify the guest(s) by advising them that help is on the way.
当值班人员接到困人报警信息后，立即用电梯对讲机询问被困客人人数，并安抚客人告知救援人员马上到。

- The CCTV attendant should relay the information to: 24 Hours elevator maintenance contractor at extension "6857"; Hotel Operator at extension "0" and inform security supervisor on duty immediately to the floor to assist in freeing the trapped guest(s) so they would proceed. Head of Security Department should be informed.
立即依次通知：24小时电梯维保值班电话"6857"，酒店总机"0"，同时对讲机呼叫当值保安主管立即到达事故楼层，协助解救被困客人；通知保安部负责人。

- The CCTV attendant should then keep speaking to the occupant(s) of the elevator at regular intervals to take the guests' minds off the predicament they are in and to again and again pacify them that they should be released in minutes. (If the occupant(s) is foreign guest, should immediately inform operator "0" or Assistant Manager "#6166")
时刻保持与被困客人的沟通（注：若被困的是外国客人要及时通知总机"0"或大堂经理"#6166"），理解他们现在的处境并安抚客人，尽量使客人放松。

Operator
总机

Upon being advised of the situation by the CCTV attendant, operator should inform Assistant Manager at extension "#6166", Duty Engineers of the Engineering Department at extension "#6844" or "#6843"
接到电梯困人信息后立即将详细情况通知大堂经理"#6166"，同时通知工程部"#6844或#6843"当值人员。

Security Department
保安部

- Head of seucirty to clarify the problem causing this malfunction and to reconfirm that the electrical problem is being corrected at this very moment.
保安部负责人搞清楚电梯故障的原因，并确认现在正在解决。

- Assist the Engineering and Guest Service Manager to release the guest(s).
协助工程师和宾客经理提供尽可能多的帮助，尽快解救客人。

- Security staff should stay on the floor until all guest(s) has been released from the elevators.
当值保安要一直留守在事故楼层，直到客人被安全解救。

Engineering Department
工程部

- Upon receiving advice from operator, Duty Engineer should proceed to floor together with electrician as to how to free the guest(s) immediately from the stopped elevators.
工程值班人员收到电梯困人信息后，立即和电工迅速到达事故楼层，尽快将受困客人解救出来。

- The set elevator should be put "Out of Service" for the maintenance contractor to send their experts to check the elevator out thoroughly before putting it back into commission.
负责在电梯门前放置"电梯故障"指示牌，在电梯重新启用前，工程及电梯维修人员必须检查电梯系统，确保系统正常后再投入使用。

Front Office Assistant Manager
大堂经理

- Upon being advised of the situation by the CCTV attendant, the Assistant Manager should inform the Manager-on-Duty or the GM, DGM.
接到电梯困人信息后立即通知酒店值班经理或总经理、副总经理。

- The Assistant Manager should inform the clinic and request the doctor to proceed to floor together where the elevator has stopped to standby to assist any guest that might need help after being released.
立即联系医务人员，一同前往事故楼层安抚、解救客人。

- The Assistant Manager should report to the Manager-on-Duty and the General Manager of the situation.
及时向酒店值班经理、总经理汇报客人被解救的情况。

- The Assistant Manager should then take well all details of this incident and report.
最后要将电梯困人的详细情况作好记录并上报。

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- A basket of fruits with a note from the General Manager should be sent to their rooms soonest.
将带有总经理留言的水果篮，在最短时间送入事故被困客人的房间。