

	RESOURCE LIBRARY – HUMAN RESOURCES Use of Contract Staff	CODE: 04.01.018
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OBJECTIVE:目的:

To restrict and control the use of Contract Staff
限制和控制合同制员工的使用

APPLICATION:应用:

The General Manager must specify precisely who has the authority to engage contract staff. Contract staffs are generally more expensive, less qualified and less trained than our own employees. Therefore, a control measure should be set up internally for booking workers, such as a Requisition Form.

总经理必须明确规定谁有权参与合同制员工合同的雇用。

合同制员工一般工资较高、资历较浅，比我们自己的员工训练不足。因此，应在内部设置预订工作人员的控制措施，如申请表。

Prior to booking contract staff, charges should be sought and a market survey completed to determine the competitiveness of the rates. It should be noted that the least expensive Agency/Contractor may transpire to be the most expensive in the long run if their workers create a negative impression, or are the source of guest complaints.

在预订合同制员工之前，应设法寻求费用并完成市场调查，以确定价格的竞争力。应该指出，从长远来看，如果费用最低的代理/承包商的员工给雇主留下负面印象，或者成为客人投诉的来源，那么其费用则可能最高。

The sources and means of recruitment used by the Agencies/Contractors should also be determined to evaluate the likely quality of their workers.

此外，还应确定代理/承包商所用的招聘来源和途径，以评估其员工可能具备的素质。

STATEMENT OF POLICY

政策声明

1. We believe that Contract Staff will never have the same ability or commitment to the goals of the hotel as the employees of the company.
际酒店认为，合同制员工永远不会具有和酒店员工相同的能力或对目标的承诺。
2. The use of such workers must be avoided in all but the most exceptional cases and after other alternatives have been exhausted. Such exceptions may be; an unusually high volume banquet or event, hotel pre-opening, delays in the issue of employment visas, an emergency which requires a short term concentration of labor such as a fire, flood etc.
除了极特殊的情况和其他替代办法已经用尽的情况外，必须避免使用此类工人。此类例外可能有：规模非常大宴会或活动、酒店开业前、工作签证签发延误、需要短期集中劳动的紧急情况，如火灾、水灾等。

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3. At the time of booking the Agency/Contractor must be fully briefed on the personal qualities and technical by the hotel.
在预订时，代理/承包商必须充分听取酒店提供的个人素质和专业能力。
4. The Agency/Contractor should be informed that any worker who fails to meet the requirements will be returned and an immediate substitute will be expected.
应告知代理/承包商，任何不符合要求的工人将予以退回，并要求立即提供替补人员。
5. Workers must be informed of house rules and standards which are appropriate to enable them to carry out their work safely, efficiently and in line with the practices of the hotel.
工人必须了解内务守则和相关标准，以便使他们能够按照酒店的做法安全、高效地完成工作。
6. The hours worked must be carefully monitored controlled and recorded. The subsequent invoice submitted by the Agency/Contractor must be scrutinized against the hotel records.
对工人的工作时间必须进行认真监测、控制和记录。代理/承包商随后提交的发票必须对照酒店记录予以仔细检查。