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OBJECTIVE:目的:

- To safeguard the service standards of the company by ensuring the best person is hired.
确保雇用最佳人选，保障公司的服务标准。
- To validate claims made on the application form or at the interview.
验证申请表上的要求或面试时的要求。

APPLICATION:应用:

It is essential that management adopt a vigilant attitude towards staff trustworthiness at all times. This is particularly so in the case of cash handling staff, or staff in a position of trust.

至关重要，管理人员在任何时候都要对员工诚信采取警惕的态度。对于处理现金的人员或身居要职的人员尤其要注意。

False claims can often be made by candidates eager to secure a position in the company, references safeguards against this recruitment hazard.

渴望谋得一个公司职位的候选人往往会提出虚假请求，推荐信可以防止发生这种招聘风险。

References held by the applicants themselves are considered worthless in relation to this policy. The applicant was naturally going to request a reference only from those managers who would favor them with a positive portrayal.

申请人自己持有的推荐信就本政策而言毫无价值。申请人自然会请求那些给他们以好评的经理出具推荐信。

It is the responsibility of the Personnel Manager to obtain references as per the guidelines of this policy.


人事部经理须负责按照本政策的准则获得推荐信。

The internal auditor has the authority to check employment records and references as part of their auditing procedures.

作为审计程序的一部分，内部审计员有权检查工作经历和推荐信。

STATEMENT OF POLICY政策声明

1. We believe that past behavior is an indication of future performance.
际酒店认为，过去的行为体现着未来绩效。
2. Written references covering as a minimum, the last three years of employment must be obtained (see format in appendix).
必须获得至少涵盖过去三年的工作经历的书面推荐信（参见阅附件中的格式）。
3. All written references must be placed on the personal file of the employee, together with a summary of any verbal references.
所有的书面推荐信必须和任何口头推荐人的概要一起保存到该员工的个人档案中。
4. The references from a current employer must be taken up only after the employment has started.

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当前雇主的推荐信只有在开始工作后才能予以考虑。

5. All references not forthcoming must be followed up, the delay may be an indication of unsatisfactory performance. In this case a telephone call may provide you with information that would not be put in writing.

对没有着落的所有推荐信必须进行跟踪，推迟可能是表现欠佳的象征。在这种情况下，一个电话就可以为您提供不能书面提出的信息。

6. When an adverse reference is obtained and it is agreed that employment will not continue (with the manager responsible for the employee), the employee must be informed immediately. Details of the references should not be disclosed to the employee (breach of trust between the reference giver and hotel) merely the fact that they were unsatisfactory.

当获得不良推荐信且该员工的负责经理同意不再继续雇用时，必须立即通知该员工。鉴于他们不符合条件，不得将推荐信的详细内容透露给员工（推荐信出具者和酒店之间的失信）。

7. There may be occasions when an employee receives a poor reference due to issues such as personality clash or being placed in the wrong job. Officers of the company are expected to use their common sense in making a decision about continuing employment has began, their current performance.

有可能会出现员工因性格不合或安置在不恰当的岗位上等问题而收到不良推荐信。要求公司的高级职员在对员工继续工作、目前的表现作出决定时能够运用自己的常识。