	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.111
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 4

<u>Title:</u> 职位	Valet Parking 泊车员
<u>Department:</u> 部门	Guest Services 宾客服务部
<u>Hierarchy:</u> 汇报对象	Chief Concierge 礼宾司
<u>Direct Subordinates:</u> 直属下级	N/A 无
<u>Indirect Subordinates:</u> 非直属下级	N/A 无
<u>Category:</u> 级别	L7 7级

Scope / 职能范围:

- To ensure a quick, professional and friendly assistance to all our guests and to provide them with all the services related to the parking section.
为所有宾客提供及时，专业，友好的协助，并提供所有泊车相关服务。
- To ensure the safe parking of the vehicle in the parking area and to ensure the company policies and procedures are applied accordingly.
确保宾客车辆安全停放在停车区域，确保政策程序被很好地遵守。

Responsibilities and Obligations / 职责及义务:

- Ensures arriving vehicles and guests are greeted within 30 seconds.
在30秒内向抵店的车辆及宾客传达问候。
- Applies the policies & procedures related to receiving and delivering a guest vehicle.
遵守接泊，送泊相关政策程序。
- Ensures that guests are greeted (by name when available) and offers assistance at all times.
确保向宾客送上问候（如可能以名称呼）并全程提供协助。
- Drives the hotel guest's vehicle to the parking area ensuring a safe and attentive drive.
安全并且留意地驾驶宾客车辆将其停放至停车区域。
- Makes sure the hotel driveway is clear at all times.
确保酒店车道始终畅通。
- Assists in loading and unloading of guest luggage in a smooth and efficient manner.
以流畅，有效的方式协助宾客装卸行李。
- Ensures front of the house driveway is clean at all times.
确保酒店前区车道始终畅通。
- Maintains a perfect communication with the Guest Services and Front Office departments to ensure check in and check out steps related to transportation are perfectly performed.
与宾客服务部及前厅部保持良好沟通，保证良好的履行与交通运输相关的抵店，离店程序。



**RESOURCE LIBRARY
STRUCTURE & ORGANISATION
Job Description**

CODE: 02.04.111


EDITION: 1

PAGE 2 OF 4

- Refers guest complaints to direct supervisor.
向直属主管报告客诉。
- Complies with the hotel's health, safety and hygiene policies and procedures.
遵守酒店健康, 安全及卫生政策程序。
- Maintains an up to date knowledge of the hotel and local services, supplies information and responds to guest queries.
了解最新的酒店知识, 当地名胜、服务及物资供应信息, 并在客人询问时提供相应的回答。
- Promotes hotel facilities and services for business whenever possible.
在任何可能的时候, 推广酒店设施及服务, 促成酒店业务。
- Keeps track of all city's geographical changes and street closures.
随时追踪城市地理变化以及道路封闭情况。
- Ensures that road safety rules and local regulations are applied during driving.
确保在驾驶车辆时遵守道路安全规定以及当地法规。
- Replaces hotel drivers when necessary and applies their job description.
在必要时替代酒店司机, 执行其岗位职责。
- Ensures that guest vehicles are parked in a correct way and in a safe position.
确保宾客车辆以正确的方式停放于安全的车位。
- Reports all damages and accidents to the Guest Services Manager or delegate immediately.
向宾客经理报告所有车辆损坏及事故。
- Checks for valuables left over by guests at all times and report found items to Guest Services Supervisor and Lost and Found.
检查客人是否遗留任何贵重物品, 一旦发现任何遗失物品, 及时向宾客关系主管及失物招领处报告。
- Establishes, promotes and maintains good public relations while meeting or exceeding guest expectations.
在达到并超越宾客期望时, 建立, 提升并且维系良好的公共关系。
- Maintains regular and effective liaison with other departments.
与各部门维持日常且有效的联系。
- Assists doormen and bellboys when needed.
需要时, 协助门童及行李生的工作。
- Co-operates in the performance of any reasonable task requested by the management.
完成由上级领导安排的其它合理工作任务。
- Adheres to all hotel policies and procedures.
遵守酒店所有政策程序。

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, 保持高度机密性。
- 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.

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.111
		<i>EDITION:</i> 1
		<i>PAGE</i> 3 OF 4

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 and 2 other languages
掌握英语以及其它两门语言。
- Two years experience in 5 star hotels.
至少2年五星级酒店工作经验。
- Must have a valid Driving License for bus and car in china.
持有效的中国区大巴及轿车驾驶证。

Interrelations Interrelations / 相互联系:

- Liaises with other members of the team and all sections of the guest services department to ensure smooth operation and develops effective relationships with guests.
与团队的其它成员以及宾客关系部门的所有部门联系，确保酒店良好运营并建立有效的宾客关系。


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

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.111
		<i>EDITION:</i> 1
		<i>PAGE</i> 4 OF 4

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