	<b>RESOURCE LIBRARY STRUCTURE &amp; ORGANISATION Job Description</b>	<i>CODE:</i> 02.04.230
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 5

**Title:**

职位名称

**Chief Steward**

管事部经理

**Department:**

部门

**Food & Beverage**

餐饮部

**Hierarchy:**

等级

**Executive Chef**

向行政总厨汇报

**Direct Subordinates:**

直接下属

**Assistant Chief Steward**

管事部经理助理

**Indirect Subordinates:**

间接下属:

**Stewarding Supervisor / Stewards**

管事部主管/管事员

**Category/Level:**

级别:

**L4**

4级

**Scope/职责范围:**

- To manage the Stewarding Department as an efficient, and productive cost and service center ensuring a smooth operation and therefore contribute to maximizing guest satisfaction consistent with Bavaria Hotels International standards, through planning, organizing, directing, and controlling the stewarding operation and administration.
- 通过计划、组织、引导和控制管事部的运行和管理将管事部打造成为高效高产的成本服务中心，确保管事部顺利运转，以最大程度提升巴伐利亚国际酒店集团的客户满意度，使其符合该酒店集团的标准水平。
- To maintain an organized, clean and sanitized back-of-house Food & Beverage area and to provide all outlets and banquets with clean operating equipment, based on expected business levels
- 维持后勤餐饮区域井然有序、整洁卫生。根据预期的业务水平向各餐厅和宴会点提供洁净的运营设备。

**Responsibilities and Obligations/职责和义务:**

- To ensure that breakages are administrated so as to provide constant feedback to the operation as a tool to reduce breakages and losses.  
确保对破损处进行管理以定期提出运营反馈（作为降低破损量和损失的方法）。
- To strictly adhere to the established operating expenses and ensure that all costs are controlled.  
严格遵从规定的运营费用，确保成本受控。
- To ensure an effective payroll control through a flexible work force maximizes utilization of part time employees and close cooperation with other Food & Beverage outlets.  
通过利用灵活劳动力、最大程度开发兼职员工、与餐饮部其它餐厅紧密合作来确保进行有效的薪资控制。
- To participate in the formulation of the Annual Operating Budget operating cost, operating equipment and FF&E requirements in line with the compilation of the Annual Business Plan.  
根据《年度业务计划》的内容参加年度运营预算中运营成本、运营设备以及家具、固定设施与设备（FF&E）要求的制定。



**RESOURCE LIBRARY  
STRUCTURE & ORGANISATION  
Job Description**

CODE: 02.04.230

EDITION: 1

PAGE 2 OF 5

- To ensure that the Stewarding Department is managed, providing a courteous, professional, efficient and flexible service at all times, following Bavaria Executive Suites Dubai Standards of Performance.  
确保管事部管理有序，并根据《迪拜巴伐利亚行政酒店的绩效标准》的规定向客人提供全天候的友好、专业、高效、灵活的服务。
- To have a full working knowledge and capability to supervise, correct and demonstrate all duties and tasks in the assigned Place of Work to the standard set. To assign responsibilities to subordinates, implementing Multi Tasking principle and to check their performance periodically.  
具备丰富的工作知识和可靠的工作能力，可在指定工作地点做好任务和职责的监督、纠正和示范工作，促使各项任务和职责满足已规定的标准要求 向下属分配职责、实施多任务原则，定期检查下属的绩效。
- To be a hands on Manager and be present at all times in the Operation, especially during busy periods.  
做一个事必躬亲的管理人员，在营业期间尤其是高峰时段始终守在现场。
- To implement a flexible scheduling based on business patterns.  
根据业务模式实施灵活的计划安排。
- To establish and strictly control inventories and to the par stocks in the operation for all operating equipment, Food & Beverage, FF&E items and to ensure that the outlet is adequately equipped.  
建立库存并进行严格控制。做好运营设备，食品和饮料，家具、固定设施与设备（FF&E）的存货工作，并确保餐厅备有足够物资。
- To conduct monthly inventory checks on all operating equipment and supplies.  
每月对运营设备和供应品进行一次检查。
- To control the requisitioning, storage and careful use of all operating equipment and supplies.  
控制运营设备和供应品的征用，妥善保管、谨慎使用。
- To conduct daily pre-shift briefings to employees on preparation on Outlet and Banquet activities.  
针对餐厅与宴会点的活动准备情况召开每日班前会议。
- To liaise with the Kitchen and Food & Beverage Department on daily operations and quality control.  
就日常运营和质量控制事宜与厨房以及餐饮部保持联系
- To ensure that each outlet is supplied with clean and dry operating equipment.  
确保各餐厅均配备有干净干燥的运营设备。
- To ensure that back-of-house cleaning schedules and garbage runs are strictly adhered to and areas are cleaned according to the established standards.  
确保严格遵照已规定的标准安排后勤部的清洁计划、处理垃圾运送。各区域的清洁工作也如是处理。
- To have a thorough understanding and knowledge of all Food & Beverage equipment needs and network with sister hotels and other hotels to borrow equipment as and when needed.  
全面了解餐饮设备的需求、了解本酒店与兄弟酒店和其它酒店的网络关系，以备需要时向他们借用设备。
- To be demanding and critical when it comes to service standards.  
在服务标准上，本着苛刻严格的原则。
- To ensure that all Departmental Operations Manuals are prepared and updated annually.  
确保每年均有制定和更新部门运营手册。
- To maintain the Daily Log Sheet as outlined in the SOPs.  
记录《工作日志表》（见标准作业流程（SOP））。
- To submit to Food & Beverage Office the following: Monthly Outlet Report, Monthly Objective Review, Monthly Breakage and Loss Report, Chemical Consumption Report, Trainer's Report.



**RESOURCE LIBRARY  
STRUCTURE & ORGANISATION  
Job Description**


CODE: 02.04.230

EDITION: 1

PAGE 3 OF 5

向餐饮办公室提交如下材料：《每月餐厅报表》、《每月目标检查表》、《每月破损量和损失量报表》、《化学品消耗报表》和《培训人员报表》。

- To plan the outlet weekly roster and work schedules to ensure that the stewarding operation is adequately staffed to handle the level of business.  
制定餐厅的每周排班表，并做好工作计划安排，以确保管事部具有充足的配备人员、能够游刃有余地处理当前水平的业务。
- To control requisitioning, storage and careful use of all Operating Equipment and supplies.  
控制运营设备和供应品的征用。妥善保管、谨慎使用。
- To liaise and organize with Housekeeping Department that the established cleaning schedules are strictly adhered to and coordinated between the two departments.  
与客房部保持联系并做好组织安排，严格按照已确定的清洁计划落实相关工作，并协调好两个部门。
- To coordinate all Repair and Maintenance and issue repair and maintenance job orders to ensure the proper maintenance of the outlet.  
协调维修和维护工作，下达维修和维护工作命令，确保餐厅得到良好的维护。
- To attend and contribute to all staff meetings Departmental and Hotel trainings scheduled and other related activities.  
参加并献言员工会议、已排程的部门培训和酒店培训以及其它相关活动。
- To fully support the Departmental Training Function in the Department assigned.  
大力支持指定部门内开展的部门培训活动。
- To provide a courteous and professional service at all times.  
随时为客人提供友好、专业的服务。
- To ensure that the outlet employees are Multi Skilled and have the necessary skills to perform their duties with maximum efficiency, through consistent training in accordance with the Annual Training Plan.  
确保通过《年度培训计划》中的恰当培训餐厅员工能够获得多元化的才能和最有效履行其职责的必要技能。
- To ensure that all employees provide a courteous and professional service at all times.  
确保所有员工能够随时提供友好、专业的服务。
- To supervise the employees within the department, ensuring that the correct standards and methods of service are maintained.  
监督部门员工，确保相关工作符合对应标准和服务方式的要求。
- To conduct staff performance appraisal.  
进行员工绩效考核。
- To ensure that all employees report for duty punctually wearing the correct uniform and name badge at all times.  
确保所有员工及时做好值班汇报工作、并在上班期间时刻注意准确着装、佩戴工牌。
- To assist in the building of an efficient team of employees by taking an active interest in their welfare, safety and development.  
主动关注员工的福利、安全和发展，协助员工构建高效团队。
- To ensure that all employees have a complete understanding of and adhere to the hotel's policy relating to Fire, Hygiene, Health and Safety.  
确保所有员工全面理解并遵守酒店与消防、卫生、健康和安全的各项政策。
- To carry out quarterly, bi-yearly, yearly inventory of operating equipment as well as conducting monthly par stock checks.  
按季度、半年、一年等时间间隔记录运营设备的存货清单。每月核对一次标准库存量。
- To carry out any other Duties and responsibilities as assigned

	<b>RESOURCE LIBRARY STRUCTURE &amp; ORGANISATION Job Description</b>	<i>CODE:</i> 02.04.230
		<i>EDITION:</i> 1
		<i>PAGE</i> 4 OF 5

履行其它分配的职责。

**Security, Safety and Health/保安、安全和健康要求**

- 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.  
适时及时地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，肢体语言状态及行为。

**Competencies/能力要求:**

- Vocational and high school and hospitality degree.  
高等职业学校、酒店管理专业毕业。
- 5-6 years experience in Hotel and Restaurant industry.  
具有 5-6 年的酒店和餐厅行业的相关经验。
- Hygiene certificates from accredited institution, HACCP trained.  
具有专业机构颁发的卫生证书，受过危害分析和关键环节控制点（HACCP）培训。


**Interrelations/相互联系:**

Liase with all departments.  
与所有部门保持联络。

**Work Conditions/工作条件:**

Regular hours with extra times occasionally.  
正常工作时间与偶尔的加班时间。

Date : \_\_\_\_\_  
日期

	<b>RESOURCE LIBRARY STRUCTURE &amp; ORGANISATION Job Description</b>	<i>CODE:</i> 02.04.230
		<i>EDITION:</i> 1
		<i>PAGE</i> 5 OF 5

Reviewed By : \_\_\_\_\_  
审核人

Approved By : \_\_\_\_\_  
审批人

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