	<b>RESOURCE LIBRARY STRUCTURE &amp; ORGANISATION Job Description</b>	CODE: 02.04.306
		EDITION: 1
		PAGE 1 OF 4


<b><u>Title:</u></b> 职位	<b>Sales Coordinator</b> 销售协调员
<b><u>Department:</u></b> 部门	<b>Sales &amp; Marketing Department</b> 市场营销部
<b><u>Hierarchy:</u></b> 汇报对象	<b>Reporting to Director of Sales &amp; Marketing</b> 向市场销售总监汇报
<b><u>Direct subordinates:</u></b> 直接下属	<b>N/A</b> 不适用
<b><u>Indirect Subordinates:</u></b> 间接下属	<b>N/A</b> 不适用
<b><u>Category/Level:</u></b> 级别	<b>L6</b> 6级

### **Scope/职责范围:**

- Represents the image, strategy and priorities of the Sales and Marketing Department and the Director of Sales and Marketing in particular, within the department itself and externally.  
无论对于市场销售部门，还是对外，尤其对于市场销售总监而言，都代表着市场销售部的形象、实施策略以及按照重要性有次序地完成工作。
- Participates to the Team Spirit at all times in a positive way.  
随时以积极的方式展现团队精神。
- Ensures guests are given the highest possible professional service.  
保证宾客获得最高水准的专业服务。
- Maintains effective communication with all related departments to ensure smooth service delivery.  
与所有部门保持有效沟通，确保顺利地提供服务。
- Coordinates directly with relative Sales Executives and Sales Managers and other departments when needed.  
直接与销售主任以及销售经理进行工作协调，必要时，与其他相关部门进行协调。


### **Responsibilities and Obligations 责任与任务:**

- Is committed to personal and team deadlines, and ensures priorities are managed accordingly.  
遵守对于个人及团队工作所设定的期限，确保对工作按重要次序加以管理和完成。
- Represents the image of the department over the phone and therefore must ensure that telephone calls are answered in all times within the sales department, and are answered with warmth and professionalism.  
接听电话时代表部门形象，因此必须确保及时接听部门内所有电话，并以充满热情和专业性的方式接听。
- In charge of directing the incoming calls to the relevant persons of the department or to inform the person when full knowledge about the subject is acquired.  
负责接转来电，并将所接电话的详细内容转达给相关同事。
- Can be requested to handle some telemarketing activities with customers

	<b>RESOURCE LIBRARY STRUCTURE &amp; ORGANISATION Job Description</b>	<i>CODE:</i> 02.04.306
		<i>EDITION:</i> 1
		<i>PAGE</i> 2 OF 4

需要时，须处理一些电话拜访客户的工作。

- Can be requested to handle some market surveys  
需要时，需处理市场调查工作。
- Co-ordinates guest inquiries (phone, email, fax, Internet) of all types in the absence of DOSM, ADOS, Sales Manager and Sales Executives.  
若市场营销总监、销售总监、销售经理和销售主任都不在时，对所有类型的客人问询进行协调（电话、邮件、传真、网络）
- Ensures that the 24 hours delay for the answer to guest inquiries is respected by all sales members when in charge by implementing a trace system.  
确保
- Can handle the telephone follow-up with companies on offers forwarded in order to secure confirmation.  
能够就发送给客人的报价进行电话跟进，以便锁定业务。
- Ensures that all requests given by members of the Sales departments are handled within the deadline and in a professional way.  
确保销售团队提出的所有要求按照期限并以专业方式完成。
- Traces ADOS and Sales Managers on the deadlines given to them by DOSM.  
依据市场销售总监的期限要求，对销售总监和销售经理进行工作追踪。
- Co-ordinates the agenda of the DOSM  
协调市场销售总监的日程安排。
- Attends briefings when required to.  
需要时，参加晨会。
- Handles the typing activities necessary for the performance of the Sales department (minutes, contracts, procedures, letters ...) while ensuring that they correspond to Bavaria Standards.  
负责销售部的文书工作，包括：会议纪要、合同、程序、信等，确保文本及内容符合巴伐利亚集团标准。
- Handles reports and surveys as per Department needs. 根据部门需要，处理报告及调查等工作。
- In charge of the daily maintenance and back up of the database for the whole sales team, and therefore in charge of tracing the relevant sales members when needed.  
负责整个销售部客户档案的日常管理、维护、备份，同时负责在需要的时候，追踪相关销售人员的工作。
- In charge of the office supply inventory for the sales department in co-ordination with the Purchasing department.  
与采购部协调，负责部门用品的库存和领取。
- In charge of the collaterals and give-away inventory in the Sales office, in co-ordination with the Marketing department.  
与公关部协调，负责部门宣传品和礼品的库存、领取。
- In charge of the preparation of the sales materials for the sales persons (brochures kits, gifts ...) and ensures the availability of these by all time.  
负责所有销售人员所需资料的整理和准备（销售宣传资料、礼品等），并确保这些资料随时有库存。
- Ensures that the filing system of the Sales Department is in order and respected by all the members of the Sales Team.  
确保部门的档案系统完善，方便销售团队工作。
- Participates to the tidiness and friendly atmosphere of the Sales Department.  
共同营造部门内整洁、友好的气氛。

	<b>RESOURCE LIBRARY STRUCTURE &amp; ORGANISATION Job Description</b>	CODE: 02.04.306
		EDITION: 1
		PAGE 3 OF 4

- Handles all the other administrative tasks related to the Sales and Marketing department, linked to Human Resources Management, Human Resources Administration, Finance, Purchasing, Travel issues.  
承担部门其它行政工作，相关于人事、财务、采购、出差事务等。

**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.  
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。

**Competencies/能力要求:**

- Good command of English.  
良好的英语语言能力。
- Good knowledge of Word, Excel, Outlook.  
Word, Excel, Outlook 使用技能。
- Organization Skills  
良好的组织能力。


**Interrelations/互相联系:**

- Contact with all members of the Sales and Marketing Department, Executive Office, Purchasing department, Credit department, HR department, Rooms Division, F&B Division and Operations if needed.  
需要时与下列部门产生工作联系：市场销售部门的所有成员、总经理办公室、采购部、信贷部、人力资源部、房务部、餐饮部以及厨房。

**Work Conditions/工作条件:**

Regular hours with extra times occasionally  
正常上班时间，偶尔伴有加班。

Date : \_\_\_\_\_  
日期

	<b>RESOURCE LIBRARY STRUCTURE &amp; ORGANISATION Job Description</b>	<i>CODE:</i> 02.04.306
		<i>EDITION:</i> 1
		<i>PAGE</i> 4 OF 4

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