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<u>Title:</u> 职位名称:	Reservation Supervisor 预定主管
<u>Department:</u> 部门:	Sales and Marketing 市场营销部
<u>Hierarchy:</u> 级别:	Reporting to Reservations Manager 向预订部经理汇报
<u>Direct Subordinates:</u> 直接下属:	Reservation Agents 预订部文员
<u>Indirect Subordinates:</u> 间接下属	Reservation Agent Groups 预订部文员组
<u>Category/Level:</u> 级别	L5 5级


Scope/职责范围:

- The Reservations department is in charge of the conversion of the incoming individual and TO Groups requests into confirmed bookings at the right rate for the right client at the right time, communicated by the Management or the Revenue Manager, while ensuring the guest satisfaction through the co-ordination of the booking requirements prior to arrival.
预订部负责以适当价格适时地为适当的客户把由管理层或者收益经理传达过来的个人和团体需求转换成确认预定，同时通过协调顾客抵达前的预定要求，以确保顾客满意度。
- Supports the Reservations Managers in the delegated activities
在授权的活动中支持预订部经理。
- Supervises the duties and quality of work of the Reservations Team, while ensuring their efficiency.
监督预订部团队的工作质量和工作职责，同时确保其工作效率。
- Co-operate with any reasonable request made by the management team or senior manager
配合管理层或者高级经理人员提出的任何合理要求。

Responsibilities and Obligations/责任及义务:

Management / Strategy管理/战略

- Handles training development, performance checks.
负责培训改进，绩效考核。
- Create an enthusiastic, motivated and performing ambience and team
创建热情、积极且执行力高的氛围和团队。
- Provides the daily Rates and inventory objectives to the Reservations Team in collaboration with the Revenue Manager and the Reservations Managers
通过与收益经理和预订部经理合作，提供给预订部团队每天的价格和客房剩余量目标。
- Ensures that the shifts handovers are smooth and timely organised.
确保班次交接能够及时组织并且顺利进行。
- Informs the Reservations Manager about new or changing administrative requirements needed to improve the reservation function.
告知预订部经理为改进预约功能的有必要采取的新的行政管理要求或者变更行政管理要求。
- Effectively manage the day to day operational issues in a timely manner.

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- 及时有效处理日常运作问题。

Computerized reservation system Management 计算机预定系统管理


- Ensure the quality of the database for all fields. Train and support when needed.
确保所有领域的数据库正确无误。在需要时要进行培训和支持。
- Provides timely reservation information for use by the front office and hotel officials.
为前厅人员和酒店人员提供及时的预定信息。
- Supports the Reservations Manager in the System Checks and inputs.
支持预订部经理对系统进行检查和输入。
- Supports the Reservations Manager in all missions as requested.
支持预订部经理要求的所有任务。
- Ensure, FIT's, group bookings are in the system correctly and that the relevant staff members have dealt with them efficiently.
确保系统中个人或者团体预订信息的正确性，以及相关工作人员有效处理行为。

Customer Satisfaction and Business Development 顾客满意度和业务开发

- Ensures the Customer Satisfaction through the right process of welcome, confirmation and implementation of the bookings with the Rooms division and the other departments involved.
通过与客房部和其他相关部门对预定信息进行适时的接待、确认与实施，确保顾客满意度。
- Resolves requests involving booking and policy exceptions and rules, to a limited level.
解决涉及预订和例外策略和规则的要求至限定的水平中。
- Evaluates program effectiveness through customer surveys or analysis of higher-level directives and requirements, financial performance, and forecasts projections and trends.
通过顾客调查结果或者对更高层的指示和要求、财政状况和预测趋势的分析，评估计划的有效性。
- Has the ability to negotiate with clients and customers
具有与客户和顾客协商的能力。
- Can participate to some sales activities targeting Key Clients
参与针对重点客户的销售活动。
- Respects the Sales information and segmentation of the clients and take a particular care to the Key and TOP Accounts and ensure the permanent development of new accounts through the quality of service provided in reservations and the report of potential or existing problems in a minimum period of time.
尊重销售信息和市场细分客户；特别注意关照重点及重要客户；通过在预定服务中提供的服务质量和现有或者潜在问题的报告，以期在最短时间内确保发展成永久客户。
- Detects Business Opportunities and communicates them to the relevant person
挖掘业务机遇并与相关人员沟通。

Communication as a Business development tool. 沟通，作为业务开发的工具

- Communicates adequately and regularly with the Revenue Manager and other Deputy DOS to adjust the strategy and actions
做到定期与收益经理和其他销售副总监充分沟通探讨，调整战略和行动。
- Liaise with Front of House, C+E and Sales departments to ensure effective communications and rates agreements are detailed within the system
通过与前厅部、C+E部和销售部门进行沟通，确保系统内详细且有效的价格与通讯信息。

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- Ensures a smooth communication and relationship with the Rooms division.
确保与客房部良好的沟通方式与人际关系。
- Delivers the necessary reports to the Revenue Manager
递交必要的报告给收益经理。

Financial 财务方面


- Ensures the pre-payment of the bookings. Train and support the reservations team accordingly.
确保收取预订费。培训并支持预定团队。
- Support the Credit Department to reach their objectives
支持信贷部，以期实现目标。

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.
遵循应急程序以确保客人和员工的安全。
- 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.
预见可能的危险和情况，并及时告知经理。
- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.
保持最佳的个人卫生，着装，仪容仪表，肢体语言及行为。

Competencies / 能力要求:

- Understand the market place and market trends
了解市场及市场趋势。
- Have comprehensive rate knowledge on all segments (Corporate, Groups, Long Term, Leisure)
具有所有部门（公司、集团、长期以及康乐部）的综合价格知识。
- Good command of English and Arabic.
精通英语及阿拉伯语。
- Organisational skills, management skills, open-minded, curious.
具有组织能力、管理技能、豁达且求知欲强。
- Implementer and achiever, team leader and team player, resilience.
具备高执行力、团队领导与合作能力、灵活应变能力。
- Over 2 - 3 years experience working within a similar position for a volume hotel (more than 400 rooms).
具备 2-3 年以上在大酒店（400 间客房以上）类似岗位的工作经验。

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- **Managerial experience and training experience**
 Excellent IT skills and knowledge of in-house database systems, commonly associated with Hotel Reservation Data.
 具有管理与培训经验。
 具有出色的IT技能和与酒店预定数据相关的内部数据系统知识。
- **Good client service and communication skills**
 具有良好的客户服务与沟通技巧。

Interrelations / 相互联系:

Contact with Rooms Division, Sales department.
 与客房部和销售部进行联系

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

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



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