	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.350
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 5

Title:

职位

F&B Manager

餐饮部经理

Department:

部门

Food & Beverage

餐饮部

Hierarchy:

报告人

Reporting to EAM i.c. F&B

餐饮行政副总

Direct Subordinates:

直属下级

Assistant F&B Manager

餐饮部副经理

Indirect Subordinates:

非直属下级

Outlet Managers, Headwaiters, Captains, Hostess, Waiters

餐厅经理, 高级服务员, 领班, 领位, 服务员

Category:

级别

L 2

2级

Scope / 职能范围:

- Supports EAM in his assignment and assures that set objectives are understood and implemented in the operation.
协助副总的工作, 了解餐饮运营目标, 并且在运营中进行落实。
- Implements Policies & Procedures following local legislation, whilst maintaining XYZ Hotel standards in Food & Beverage Management.
根据地方立法实施政策程序, 同时维护集团餐饮管理标准。
- To implement an effective and efficient day to day training, communication, administration and reporting, to and between the hotel's departments and individuals, resulting in a highly motivated, flexible and multi skilled workforce.
对酒店部门及员工及在酒店各部门及员工间实施有效高效的日常培训, 沟通, 管理及报告工作, 打造一个积极向上, 灵活, 一人多技的工作团队。
- To interact with individuals outside the hotel including, but not limited to, clients, suppliers, government officials, competitors and other members of the local community.
与酒店外部人士进行互动, 包括但不限于客户, 供应商, 政府官员, 竞争对手以及其它当地社区成员 (。

Responsibilities and Obligations / 职责及义务:

- Provide positive leadership to all people within the Food & Beverage Department. Recognizing that productivity and customer satisfaction are best achieved via a positive workforce; it is expected that recruitment, training, motivation, working conditions, internal communications, quality control, employee empowerment and staff recognition will be managed in a manner to insure a positive and productive staff.
在餐饮部起到积极的带头作用。能够认识到只有积极的工作团队才能换来生产率及客户的满意; 在一定程度上管理部门招聘, 培训, 激励措施, 工作环境, 内部沟通, 质量管控, 员工授权及员工认可, 以确保一个积极、高生产力的团队。




**RESOURCE LIBRARY
STRUCTURE & ORGANISATION
Job Description**

CODE: 02.04.350

EDITION: 1

PAGE 2 OF 5

- Act as a positive, contributing member within the hotel's management - encouraging communication, cooperation and assistance among all staff.
在酒店管理层当中作为一个积极向上且有贡献的成员行事-在所有员工中进行鼓励、沟通、与员工合作并提供协助。
- Develop a comprehensive business plan for the Food & Beverage Department. To report and explains to outlet managers financial objectives and actual results on an on-going basis.
为餐饮部制定全面完善的商业计划。持续不断的告知各餐厅经理财务目标并加以解释说明。
- Follows up with the outlet, train the trainers that the training program is successfully implemented and maintained for the continuing development of job skills for all employees of the Food & Beverage Department.
跟进餐饮各部门培训工作，确保培训培训者课程成功的实施并对课程加以维护，以满足餐饮部所有员工工作技能的持续发展。
- Develop and support Profit Centres in supporting Outlet Managers, honouring their "Management Charters" and allowing them independence and authority necessary true Outlet Manager status.
通过支持餐饮各部门经理的工作发展并支持利润中心，尊重他们的“管理章程”，给予他们必要的独立性及授权让他们进入真正的部门经理状态。
- Coordinates on a day to day basis with outlet managers the smooth running of the operation.
与餐厅经理进行日常协调，确保正常运营。
- Maintain a professional appearance and behaviour whenever representing the hotel or the company.
无论何时，无论代表酒店还是公司，始终展示专业的形象及行为。
- Insure that all fiduciary, financial matters and transactions in the department are handled in a manner consistent with relevant standards and procedures as established by the Financial Controller's Office.
确保部门信托，财务事项及交易始终在财务部设定的标准及程序框架内完成。
- On a day to day basis insure that all facilities, equipment, furnishing, service ware, physical inventories and any other physical assets within the Food & Beverage Department are properly purchased, accounted for, used, secured and maintained.
每日确保餐饮部所有设施，设备，家具，服务器皿，存货及其他实物资产被合理的采购，清点，使用，保存及维护。
- Assure that the safety, sanitation and security program within the department is understood and followed by each member to protect the hotel, the company and the customers.
为维护酒店，公司及客户利益，确保所有成员了解并遵守安全，卫生及安保程序。
- Keep the General Manager, current on information in food and beverage such as changes or events that he or she should know about.
及时为总经理传递其应该了解的当前餐饮信息，如任何变动或者活动等。
- Insure that all policies and standards of the other departments, (personnel, accounting, engineering, etc.) which affect F&B are implemented, understood, communicated within the department and adhered to by all F&B personnel.
确保对餐饮部产生影响的其它部门的政策及标准（人事部、财务部、工程部等）在本部门内被很好的实施、理解、沟通及遵守。
- Performs other duties assigned by his/her supervisor.
完成其它由上级布置的任务。

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.350
		<i>EDITION:</i> 1
		<i>PAGE</i> 3 OF 5


Training and Development / 培训及发展

- To implement an effective Manpower Development System, which maximizes potential and satisfies our present and future manpower needs.
 实施有效的人事开发系统，以最大化潜在人才库并满足当下及未来人力需求
- To ensure that an effective Departmental Training System is in place and with the Training Manager, stimulate, motivate and lead the Departmental Trainer’s activities.
 确保建立有效的部门培训系统，与培训经理一起鼓舞、激励并带领部门培训师完成培训工作。
- To assist the Training Manager with the training of Senior Management Personnel and specialized training.
 协助培训经理完成针对高级管理人员的培训以及其它专项专业培训。
- To ensure that all Personnel and Training staff are well versed with the Personnel and Training functions.
 确保所有人事及培训人员通晓人事及培训职能。
- To ensure the production of modern and progressive training programs and materials that reinforce XYZ Hotels approach to development and training.
 确保新式的、革新的培训方案及材料的开发能够补充强化管理集团发展及培训方法。
- To ensure that trainees are provided with professional counsel and learning opportunities, which best facilitate the learning process.
 确保为学员提供专业的指导以及学习机会，以最大的促进学习过程。

Marketing / 市场营销

- To ensure that all external communication in the form of Recruitment Ads, External Hotel and Human Resources Activities and Internal Communications through Employee Notice Boards, collateral etc. portray a professional image in line with the Hotel’s and management company’s graphic standards.
 确保如招聘广告、外部酒店活动，外部人力资源活动等形式的外部沟通及通过员工公示栏、印刷品等所做的内部沟通均根据酒店及总部形象设计标准描述了专业形象。。
- To research and propose competitive compensation / benefits / incentive package. To ensure that employee compensation, benefits and incentives are attractive to employees when compared to those offered by our competitors.
 调研并建议最具竞争力的薪酬/福利/奖励机制，确保与其它竞争者相比，我们提供的薪酬、福利及奖励对员工更具吸引力。
- To establish a professional network of Human Resources and Training Specialists from competitive hotels and other Industries.
 与竞争对手或者其它行业人力资源部及培训专家建立专业关系网。
- To ensure that the Hotel projects “preferred employers” image within the local community and is seen as being the industry leader by both the community as well as Government Organizations such as the Labor Department etc.
 确保酒店能够被当地社区及政府组织（如劳动部门）视为行业先锋，并在当地建立“最佳雇主”企业形象。

Administration / 行政管理

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.350
		<i>EDITION:</i> 1
		<i>PAGE</i> 4 OF 5

- To ensure that all Departmental Operations and Training Manuals are prepared and updated annually.
确保按年度准备及更新部门运营及培训手册。
- To assist General Manager in the compilation of all the departments' written Policies & Procedures into the hotel's own in-house policy manuals.
协助总经理将各部门已成文的政策程序纳入酒店方针手册中。
- To have a complete understanding of Local Labor Law, Statutory and Company Insurances, Hygiene and Safety Laws etc.
熟悉当地劳动法律法规，及酒店的保险，卫生及安全法规等。
- To conduct weekly F&B Meeting.
组织餐饮部门周例会。
- To ensure that all meetings are well planned, efficient and results oriented.
确保所有的会议很好的计划。
- To submit monthly reporting package on a timely basis to the General Manager.
及时向总经理递交部门月度报告


Occasional Duties / 其它:

- To carry out quarterly, bi-yearly, yearly inventory of operating equipment.
完成季度，半年度，年度运营设备盘点
- To carry out any other reasonable duties and responsibilities as assigned.
完成上级分派的其它合理工作任务及职责。

Security, Safety and Health / 保障，安全及健康

- Maintains high confidentiality in regards to guest privacy.
保证客人隐私高度机密。
- 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，避免伤及自身及它人。
- 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:

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.350
		<i>EDITION:</i> 1
		<i>PAGE</i> 5 OF 5

- Good command of English and 2 other languages
良好英文及另外两种语言能力。
- Five years experience in 5* hotels.
5年或以上五星级酒店工作经验。
- Has worked in both banqueting and restaurants.
拥有餐厅及宴会工作经验。

Interrelations / 相互联系:

Liaises with all departments, F&B employees, Government Officials, Suppliers, Customers.
其它各部门，餐饮部员，政府当局，供应商及客户。

Executive Duties / 行政职责:

To assume the functions and responsibilities of Duty Manager in accordance with the Hotel's Duty Manager's Roster.

根据酒店值班经理轮值表，承担值班经理职能及职责。

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

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