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<b><u>Title:</u></b> 职位	<b>Assistant Food &amp; Beverage Manager</b> 餐饮部副经理
<b><u>Department:</u></b> 部门	<b>Food &amp; Beverage</b> 餐饮部
<b><u>Hierarchy:</u></b> 报告人	<b>Reporting to F&amp;B Operations Manager</b> 餐饮运营经理
<b><u>Direct Subordinates:</u></b> 直属下级	<b>Restaurant and Bar Managers</b> 餐厅及酒吧经理
<b><u>Indirect Subordinates:</u></b> 非直属下级	<b>Headwaiters, Captains, Hostess, Waiters</b> 高级服务员, 领班, 领位及服务员工
<b><u>Category:</u></b> 级别	<b>L 4</b> 4级

**Scope / 职责范围:**

- To provide direction to the Food & Beverage section heads.  
为餐饮分部门负责人提供工作指导。
- 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, 竞争者以及其它当地社区成员。

**Responsibilities and Obligations / 职责及义务:**

- To be responsible for the day –to-day operation of the assigned Food & Beverage service sections and inform the F&B Manager and EAM i/c F&B of any decision taken which did not require his/her action and any other relevant information.  
负责指定餐饮服务区域的日常运营, 并向餐饮运营经理和主管餐饮的行政副总报告无需他/她采取任何行动的决策及任何其它相关信息。
- To conduct daily briefings and participate in other meetings as needed to obtain optimal results in the absence of the F&B Operations Manager.  
在餐饮运营经理不在岗时, 组织部门晨会并根据需要代为参加其它会议。
- To control and analyze, on an on-going basis, in order to optimize the following:  
持续进行控制和分析, 以优化以下项目:
  1. Quality levels of F&B products and service standards  
餐饮产品及服务标准质量等级
  2. Guest satisfaction  
客户满意度
  3. Merchandising and marketing  
餐饮市场营销
  4. Operating costs, payroll & beverage cost  
运营成本, 薪酬成本及酒水成本。
  5. Sanitation, hygiene, condition and cleanliness of all facilities  
所有餐饮设施的卫生、状况及清洁。
- To ensure optimum performance in specific areas assigned in above areas.



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确保以上列举的项目在特定区域的最佳性能。

- To establish and maintain effective employee & inter-departmental working relationships.  
建立并维系员工及部门间有效的工作关系。
- To conduct such functions as interviewing, hiring, employee orientation, performance appraisal, coaching, counseling, and dismissal if necessary to ensure appropriate staff productivity and efficiency. To consult with F&B Manager and EAM i/c F&B, Food & Beverage Section heads, and Personnel Manager, as appropriate in performing above duties.  
执行以下职能，如面试，招聘，员工入职培训，绩效评估，辅导，咨询，并在必要时采取解雇措施，以保证部门员工高产高效。与餐饮运营经理和主管餐饮的行政副总，餐饮部门负责人以及人事经理协商，酌情履行上述职责。
- To develop training plans in accordance with hotel guidelines and implement, conduct training as well as on-the-job coaching.  
根据方针政策制订培训计划，组织实施培训以及在岗培训。
- To maintain and up-date operating manual for each F&B section.  
维护并更新餐饮各部门运营手册。
- To create and control an accurate logbook with guests and staff positive and negative comments.  
建立并管理符合标准的工作日志，记录来自客人及员工的正面及负面评价。
- To implement the hotel and department regulations, policies and procedures including but not limited to:  
实施酒店及部门规章，政策以及程序，包括但不限于：
  1. In house rules and regulations / 店内规章制度
  2. Health & safety/ 健康及安全
  3. Grooming/ 仪容仪表
  4. Quality/ 质量
  5. Service/ 服务
  6. Hygiene and cleanliness/ 卫生及清洁
- To supervise, coordinate and direct the prompt, efficient and courteous service to ensure that standards are met.  
监督，协调并指导员工为客人提供及时，有效及周到的服务，确保达到服务标准。
- To lead and participate in service as necessary in accordance with the requirements and practices of the restaurants.  
在必要时根据餐厅要求及运营需要，带领员工并亲自参与服务。
- To handle administrative work and keeps updated files on the following restaurants and other F&B sections matters:  
处理行政管理工作，并且对下述餐厅及其它餐饮部门工作随时更新存档：
  1. Finance / 财务
  2. Standards / 标准
  3. Training / 培训
  4. Entertainment / 宴请
  5. Promotions / 推广
  6. Meetings / 会议
  7. Miscellaneous / 其它杂项
- To assist the F&B Operations Manager or his/her delegate in setting restaurant goals and developing strategies, procedures and policies.  
协助餐饮经理或其代表设定餐厅营业目标，发展战略，程序及政策。
- To assist the F&B Operations Manager and EAM i/c F&B or his/her delegate in preparing the yearly F&B division budget.  
协助餐饮运营经理及分管餐饮的行政副总或其代表准备年度餐饮部门预算。

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- To monitor the stocks of all beverage, material and equipment and ensure that service requirements are met.  
监管部门酒水，食材及设备库存，确保满足服务需求。
- To monitor & control all operating equipment for all the outlets.  
监督及管理所有餐饮部门运营设备。
- To participate actively in the Breakage Committee under the chairmanship of the Chief Steward.  
积极参与以管事部为首的检损委员会的工作。
- To monitor together with the Outlet Chef local competitors and compares their operation with his/her restaurants.  
与餐厅主厨共同对当地的竞争对手进行调查，并对餐厅营业状况进行对比。
- To coordinate, communicate, cooperate and work closely with the Outlet Chefs.  
与餐厅主厨相互协调，沟通，密切合作。
- To coordinate, communicate, cooperate and work closely with other division/department.  
与其它部门相互协调，沟通，保持密切的合作关系。
- To keep aware of trends, systems, practices and equipment in food & beverage preparation and service in the hotel and restaurant field through trade literature and actual visits.  
通过商业文献及实地拜访，有意识的了解酒店业及餐厅业在食品&酒水准备及服务方面的走势、体系、习惯做法及使用的设备。
- To perform related duties and special projects as assigned.  
完成上级安排的其它相关任务以及特殊项目。

#### **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:**

- 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.

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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.  
与各部门，餐饮部员，政府官员，供应商及客户建立良好的联系。

**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