



RESOURCE LIBRARY
STRUCTURE & ORGANISATION
Job Description

CODE: 02.04.352

EDITION: 1

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Title: 职位	Food & Beverage Secretary 餐饮部秘书
Department: 部门	Food & Beverage 餐饮部
Hierarchy: 汇报对象	F&B Manager 向餐饮运营经理报告
Direct Subordinates: 直接下属	N/A 不适用
Indirect Subordinates: 间接下属	N/A 不适用
Category: 级别	L6 6级

Scope/职责范围:

- To manage and direct the entire administration of the F&B Office.
负责餐饮部办公室所有行政管理工作。


Responsibilities and Obligations/职责及义务:

- To greet hotel guests to usual polite and in a proper manner through hotel standard.
按照酒店礼仪标准问候宾客。
- To be responsible for responding to a wide range of request by F&B Manager for local and to oversee commercial transactions and communications.
负责分管餐饮部运营经理与本地和海外的商业交易的通讯工作。
- To handle requisition of office supplies, materials and equipment.
负责办公用品、材料和设备的采购。
- To ensure and maintain F&B office filing and other related activities into hotel's standard.
维护餐饮部办公室文档以及其它相关事宜确保符合酒店标准。
- To coordinate with F&B Operation Manager in his requirements such as dictation, typing, photocopying and other related activities upon request.
协助餐饮运营经理完成工作,例如:听写、文字输入,影印等其他相关工作。
- To take down and transcribe Dictation\Minutes from the F&B Operation Manager.
记录并传达来与餐饮运营经理有关的会议既要以及口头命令。
- To arrange meetings room bookings for the F&B department.
为餐饮部预订会议室。
- To ensure that working areas are clean, tidy and in hotel standard.
保证工作区域时刻干净整洁符合酒店标准。
- To compose internal office memorandum related to F&B office, and supervises the preparation of replies to guest comments cards.
起草酒店内部与餐饮部相关的备忘录,负责准备宾客意见卡反馈事宜。
- To ensure F&B office equipments such as PC, Laser Printer, Photocopier, Binding Machine and Digital Camera are always in good working condition.

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确保餐饮办公室内设备如：电脑、打印机、复印机、数码相机等处于良好的工作状态。

- To ensure a timely distribution of F&B office incoming and outgoing faxes and all related official documents.
确保与餐饮部相关传真以及其它相关官方文件的及时分发。
- To type reports, letters, memorandum, forms and correspondence, maintain files of same, some of which will be confidential and should be secured in locked filing cabinet.
打印报告，信件，备忘录，表格和信件，保持文件相同，其中一些将是保密的，应确保在上锁的文件柜。
- To arrange appointments for F&B Manager and reminds him of good time for any preparation that may be necessary.
为餐饮副总安排预约并提醒，并提醒其完成必要的准备工作。
- To maintain a follow up file for the purpose of reminding the F&B Manager of VIP's, Groups, Functions, Events, Appointments and other "action" matters in good time.
准备跟踪文件，适时地提醒餐饮运营经理所有贵宾团队，事项，约会以及其它活动安排。
- To read and sort incoming F&B office mail and forwards to personnel concerned. To dispatch and record all outgoing mail.
阅读并对发送至餐饮办公室的邮件并转发至相关人员。发送并记录发出的邮件。
- To establish and maintain effective employee relationships.
建立并维护和谐的工作关系。
- To keep aware of trends, systems, practices and equipment in food and beverage through trade literature, hotel shows and site visits.
要通过相关贸易书籍、酒店展会以及现场参观了解行业发展趋势、系统和设备更新。
- To implement of the hotel and department regulations, policies and procedures including but not limited to:
执行酒店及部门规章制度，政策和程序，包括但不限于以下内容：
In house rules and regulations, Health and safety, Grooming, Quality, Service, Hygiene and cleanliness.
办公室规章制度、健康与安全、仪容仪表、质量、服务、卫生安全以及清洁。
- To participate in functions and activities with other outlets when required.
需要时参与其它餐饮区域的事宜及活动。
- To schedule preventive maintenance work and coordinates with other division and section as required.
与其它部门以及分部门协调安排预防性的维护工作。
- To communicate, coordinate, cooperate and work closely with other division and section as required.
与其他相关部门交流、协调、紧密合作。
- To interact and communicate with individuals inside and outside the hotel including but not limited to, guests, suppliers, competitors and other members of the local community (with prior agreement of the F&B Manager).
负责酒店内部以及外部的沟通工作，包括但不限于客户、供应商、政府官员、竞争对手和其他本地社会团体。
- To perform related duties and special projects as assigned.
按照任务分配履行相关职责和特别项目

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Competencies / 能力要求:

- Good command of English and 2 other languages
英语良好，掌握2种外语
- Previous experience in F&B Department in 5* hotels.
有五星级酒店餐饮部的工作经验
- Good knowledge of Microsoft Excel, Word, Outlook, PPT.
擅长Excel, Word, Outlook, PPT软件操作

Interrelations/相互联系:

Liaises with outsiders, guests, department heads and front line managers.
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。

Work Conditions/工作条件:

Regular hours with extra times occasionally as per department requirement.
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