
	<b>RESOURCE LIBRARY STRUCTURE &amp; ORGANISATION Job Description</b>	<i>CODE:</i> 02.04.353
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<b><u>Title:</u></b> 职位	<b>Banquet Manager</b> 宴会厅经理
<b><u>Department:</u></b> 部门	<b>Food and Beverage</b> 餐饮部
<b><u>Hierarchy:</u></b> 报告人	<b>Reporting to Food &amp; Beverage Operation Manager</b> 向餐饮运营经理报告
<b><u>Direct Subordinates:</u></b> 直接下属	<b>Banquet Supervisor</b> 宴会主管
<b><u>Indirect Subordinates:</u></b> 间接下属	<b>Captain, Waitor, Waitress</b> 领班, 服务员
<b><u>Category/Level:</u></b> 类别/级别	<b>L4</b> 4级

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

- To be responsible for the day to day operation of the Banqueting and conferencing section to achieve the optimum department profit.  
负责宴会和会议的日常运营，确保部门利益最大化。
- To manage the day to day operation of B&C to achieve the optimum quality level of service.  
管理宴会及会议有日程运行确保最佳服务质量。
- To interact and communicate with individuals inside and outside the hotel including, but not limited to, clients, suppliers, government officials, competitors and other members of the local community.  
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 interact and build relationships with clientele.  
建立并维护宾客关系
- To control and analyze, on an on-going basis, the level of the following:  
对以事项进行管理和分析：
- Sales, Costs, Fire safety, Quality level and presentation of food and beverage products  
Service standards, Sanitation, hygiene, condition and cleanliness of facilities and equipment  
Quality of entertainment, Guest satisfaction, Marketing.  
销售、成本、消防安全、食品及酒水的出品质量、服务标准、卫生、食品安全以及设施设备的状况和清洁度、演出质量、客人满意度以及市场营销。
- To ensure optimum performance in specific areas assigned in above areas.  
确保宴会及会议区域以上各个领域获得最佳状态。
- To establish and maintain effective employees and inter-departmental working relationships.  
建立并维护有效和谐的员工工作关系
- To conduct, under the guidance of the EAM i/c F&B, such functions as interviewing, employee orientation, performance evaluation, appraisals, coaching, counselling and taking disciplinary actions to ensure the appropriate staff productivity and efficiency.  
在分管餐饮部副总和餐饮部经理的指导下开展工作，例如：面试、员工培训、绩效评估、考核、辅导、咨询以及采取相应惩戒方式来确保员工的工作效率。
- To develop training plans in accordance with hotel guidelines and implements and conduct training as well as on-the-job coaching.


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根据指导方针制定培训计划以及在岗培训

- To maintain an up-dated operating manual for Banqueting.  
持续更新宴会厅运营手册。
- To create and control an accurate log book with guest and staff positive and negative comments.  
建立并管理用于记录宾客正面以及反面评论的工作日志。
- To implement the hotel and department regulations, policies and procedures including but not limited to:  
执行酒店和部门规章制度，政策和程序，包括但不限于以下条款：  
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 conduct daily briefings and participate in other meetings as needed to obtain optimal results.  
组织每日例会并参加相关会议，以获得最理想结果。
- To supervise, coordinate and direct the prompt, efficient and courteous service to ensure that standards are met.  
监督、协调并直接的指导以确保区域提供最佳的服务。
- To lead and participate in service as necessary in accordance with the requirements and practices of banqueting and conferencing.  
根据宴会及会议举办的实际情况指导并参与服务。
- To handle administrative work and keeps updated files on the following restaurant matters:  
处理以下领域的管理工作并进行更新：  
Finance, Standards, Training, Entertainment Promotions, Meetings, Miscellaneous  
财务、标准、培训、推广活动、会议、其他
- To assist the Food and Beverage Operation Manager or his/ her delegate in setting B&C goals and developing strategies, procedures and policies  
协助餐饮运营经理或其代理人共同设定宴会及会议营业目标以及发展策略及政策。
- To assist the Food & Beverage Operation Manager or his/her delegate in preparing the yearly food & beverage division budget.  
协助餐饮运营经理或其代理人员准备部门年度预算。
- To monitor the stocks of all beverage, material and equipment and ensure that service requirements are met.  
监管所有酒水，
- To monitor together with the banquet chef, local competitors and compare their operation with his / her operation.  
与宴会厨师长一起，对当地竞争对手运营情况进行调查。
- To participate actively in the breakage committee under the chairmanship of the stewarding and hygiene Manager.  
积极参与由管事部经理和卫生经理主持的破损委员会。
- To monitor and controls all operating equipment for the outlet.  
监控并管理本部门所有运营设备
- To keep aware of trends, systems, practices and equipment in food and beverage through trade literature, hotel shows and site visits.  
通过参与各类文献，酒店展示以及现场考察了解最新的餐饮潮流，系统，运作以及设备。
- 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。

### **Security, Safety and Health / 保障，安全及健康:**

- Maintains high confidentiality in regards to guest privacy.

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关于客人隐私，保持高度机密性。

- Reports any suspicious behavior 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。

**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。

**Competencies / 能力要求:**

- Good command of English and another language.  
精通英语和其他语言
- 3 – 5 years experience working in hotels.  
3-5年酒店工作经验

**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.  
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

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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