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<u>Title:</u> 职位	Restaurant/Bar Manager 餐厅/酒吧经理
<u>Department:</u> 部门	Food & Beverage 餐饮部
<u>Hierarchy:</u> 报告人	Reporting to Assistant F&B Manager 向餐饮部副经理报告
<u>Direct Subordinates:</u> 直接下属	Restaurant/Bar Supervisor 餐厅/酒吧经理
<u>Indirect Subordinates:</u> 间接下属	N/A 不适用
<u>Category/Level:</u> 类别/级别	L4 4级

Responsibilities and Obligations / 职责及义务:

- To be responsible for the day to day operation of the restaurant to achieve the optimum department profit.
负责餐厅日常运作，确保餐厅利润最大化。
- To manage the day to day operation of the restaurant to achieve the optimum quality level of service.
管理餐厅日常运作，保证餐厅服务达到集团标准。
- 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 the restaurant clientele.
建立并维护餐厅客户关系。
- To control and analyze, on an on-going basis, the level of the following:
控制并分析以下要点：
 - a. Sales销售
 - b. Costs成本
 - a. Quality level and presentation of food and beverage products食品及酒水的出品质量
 - b. Service standards服务标准
 - c. Sanitation, hygiene, condition and cleanliness of facilities and equipment卫生、食品安全以及设施设备的状况和清洁度
 - d. Quality of entertainment演出质量
 - e. Guest satisfaction客人满意度
 - f. Marketing市场营销
- To ensure optimum performance in specific areas assigned in above areas.



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确保在餐厅/酒吧等指定的特定区域安排优质的服务


- 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 F&B Manager and the Assistant F&B Manager, such functions as interviewing, employee orientation, performance evaluation, appraisals, coaching, counseling and taking disciplinary actions to ensure the appropriate staff productivity and efficiency.
在餐饮部经理和餐饮部副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.
根据指导方针制定培训计划，并做好在岗培训。
- To maintain an up-dated operating manual for the restaurant.
持续更新餐厅运营手册。
- 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客人和员工正面和负面评论的工作日志。
- 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：
 - i. In house rules and regulations 办公室规章制度
 - j. Health and safety 健康与安全
 - k. Grooming 仪容仪表
 - l. Quality 质量
 - m. Service 服务
 - n. Hygiene and cleanliness 卫生安全和清洁。
- 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，以获得最佳效果。
- To supervise, coordinate and direct the prompt, efficient and courteous service to ensure that standards are met.
监督、协调以及直接指导确保提供迅速，有效礼貌的服务确保符合标准。
- To lead and participate in service as necessary in accordance with the requirements and practices of the restaurant.
根据餐厅运营情况及需要参与服务。
- To handle administrative work and keeps updated files on the following restaurant matters.
处理行政工作，并持续更新下列餐厅文件
 - o. Finance 财务
 - p. Standards 标准
 - q. Training 培训
 - r. Entertainment Promotions 推广活动
 - s. Meetings 会议
 - t. Miscellaneous 其他
- To assist the Food and Beverage Manager or his/ her delegate in setting restaurant goals and developing strategies, procedures and policies.
协助餐饮部经理或其代理人设定餐厅的目标和发展战略、政策和流程。

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- To assist the Food & Beverage Manager or his/her delegate in preparing the yearly food & beverage division budget.
协助餐饮部经理或其代理人编制年度餐饮部分部门预算。
- To monitor the stocks of all beverage, material and equipment and ensure that service requirements are met.
监控所有酒水、材料和设备的库存，并确保符合服务要求。
- To monitor together with the outlet chef, local competitors and compare their operation with his / her restaurant.
与部门厨师长一起，对本地竞争对手进行调查并进行对比。
- 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 schedule guest reservations and arrange for private parties.
安排客人预订以及私人聚会。
- To keep aware of trends, 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看清发展趋势、餐饮系统和设备更新潮流。
- To participate in function and activities with other outlets when required.
在需要时积极参与和配合其他部门完成活动。
- 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.
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。

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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 2 other languages
精通英语和其他两种语言
- Five years experience in 5* hotels.
至少5年五星级酒店工作经验
- Good knowledge of Microsoft Excel, Word, Outlook.
精通Office办公软件

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。

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。



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Employee Signature
员工签字

Date
日期