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|  | RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description | <i>CODE:</i> 02.04.356 |
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| <u>Title:</u> 职位 | Restaurant Captain 餐厅领班 |
| <u>Department:</u> 部门 | F&B 餐饮部 |
| <u>Hierarchy:</u> 报告人 | Reporting to Restaurant Supervisor 向餐厅主管报告 |
| <u>Direct Subordinates:</u> 直接下属 | Waiters/Waitress 服务员 |
| <u>Indirect Subordinates:</u> 间接下属 | N/A 不适用 |
| <u>Category/Level:</u> 类别/级别 | L6 6级 |

Scope/职责范围:


- Overlook prompt and efficient service in the outlet and ensure compliance with XYZ Hotels & Resorts Standards.
管理餐厅，确保根据作标准为客人提供及时和高效的服务。

Responsibilities and Obligations:职责及义务

- To manage the day-to-day operation of the restaurant and communicates to the restaurant Manager any decision taken which did not require his\her action and any other relevant information.
管理餐厅日常运作，在做出任何决定和行动时与餐厅经理沟通。
- To assume the duties and responsibilities of the Headwaiter in his\her absence.
餐厅主管不在岗时代理履行其职责和义务。
- To communicate, coordinate and cooperate with other division\ section heads.
与其它分部门负责人良好地沟通，协调，合作。
- To coordinate, communicate, cooperate and work closely with the outlet chef.
与各餐厅厨师协调，沟通及合作。
- To interact and build relationships with the restaurant clientele.
与餐厅宾客建立主客关系。
- To assist in maximizing revenue of the F&B by consistently providing high quality, professional and well organized service.
通过提供高质量、专业和有组织性的服务确保收益最大化。
- To control and analyze, on an on-going basis, the level of the following:
控制并分析以下要点：
 - Sales 销售
 - Costs 成本
 - Quality level and presentation of food and beverage products 食品酒水出品质量
 - Service standards 服务标准

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- Level of sanitation and hygiene in the cleaning of facilities and equipment 设施设备清洁卫生水平
- Quality of entertainment 宴请质量
- Guest satisfaction 客人满意度
- Marketing 市场
- To ensure optimum performance in specific areas as assigned in the above areas.
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 employee and inter-departmental working relationships.
建立并维护有效和谐的餐厅员工工作关系
- To conduct such functions as employee orientation, coaching, counseling and taking disciplinary actions to ensure the appropriate staff productivity and efficiency.
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 assist the Restaurant Manager in maintaining an updated operating manual for the restaurant.
协助餐厅经理持续更新餐厅运营手册
- To control an accurate logbook with guest and staff positive and negative comments.
建立并管理用于记录来自宾客及员工正面以及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：
 - In House rules and regulations 酒店规章制度
 - Health and safety 健康与安全
 - Grooming 仪容仪表
 - Quality 质量
 - Service 服务
 - Hygiene and cleanliness 卫生及清洁度
- To conducts daily briefings and participates 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，协调并指导员工提供及时，高效以及礼貌的服务确保达到公司标准。
- To ensure that set-ups are in accordance to required standards\requests.
确保所有摆台符合标准。
- To participate in service as necessary in accordance with the requirements and practices of the restaurant.
必要时，根据餐厅营业的实际情况参与服务。
- To monitor together of all beverage, material equipment and ensures that service requirements are met.
监管所有酒水，用料设备确保服务要求达到标准。
- To monitor and control all operating equipment for the restaurant.
监控并管理餐厅所有运营设备。
- To keep aware of trends, systems, practices and equipment in food and beverage through trade literature, hotel shows and site visits.


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要通过相关贸易书籍、酒店展会以及现场参观了解餐饮发展趋势、餐饮体系和设备更新潮流。

- To organize the order of stock and equipment for the bar and restaurant operation and dry stores.
预订补充酒吧及餐厅库存物品以及餐厅运营设备以及干货仓库。
- To monitor and check employees progress in operation and encourage up selling among the staff.
监督并检查员工工作进度并鼓励员工对餐厅产品进行销售。
- To apply all employees' personal hygiene, uphold housekeeping practices and assists ensuring safe, clean and pleasant working environment.
检查所有员工的个人卫生，并定期打扫卫生以创造一个安全，卫生，良好的工作环境。
- To ensure that all fixtures, mixture and equipment are maintained to the highest level and to monitor and reports repairs when needed.
确保所有固定家具、设备处于最佳状态，对其进行定期检查必要时进行报修。
- To relate company policy to staff which it must be adhered any time.
确保员工熟知酒店政策并要求员工随时遵守。
- To ensure that menu's and table set up are up to the standards.
确保菜单以及餐桌摆台符合标准。
- To assist in dealing with guests requires and complaints and restoring guest satisfaction.
协助处理客人要求和投诉，保证客人满意度。
- To ensure that all orders properly filled on captain orders and distributed accordingly, and all orders must be processed and attended without delay.
确保正确填写在手写单及分单，所有点单得到处理且无拖延。
- To be responsible for economical use of beverage, food and equipment.
确保节约使用酒水、食品和设备。
- To participate in function and activities with other outlets when required.
在需要时，参加位于其它餐厅的工作活动。
- To perform related duties and special projects as assigned.
完成其它相关的工作内容以及被安排的特殊工作任务。

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.

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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。

Competencies / 能力要求:

- Good command of English and another language.
精通英语和其他语言
- 2 – 3 years experience working in hotels.
2-3年酒店工作经验

Interrelations / 相互联系:

Liaises with frontline managers and guest as necessary.
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。

Employee Signature
员工签字

Date
日期