



RESOURCE LIBRARY
STRUCTURE & ORGANISATION
Job Description

CODE: 02.04.357

EDITION: 1

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Title:

职位

Hostess

领位

Department:

部门

Food and Beverage

餐饮部

Hierarchy:

汇报对象

Reporting to Restaurant Supervisor

向餐厅主管报告

Direct Subordinates:

直接下属

N/A

不适用

Indirect Subordinates:

间接下属

N/A

不适用

Category/Level:

类别/级别

L6

6级

Scope/职责范围:

- Coordinate reservations in outlet and provide personalized service through guest recognition.
协调各餐厅预订，通过对宾客的认知提供个性化地服务。
- Maximize seating turnover and provide support to Outlet Manager with interacting with existing and potential customers.
确保翻台率最大化并通过与已有的或者潜在的宾客沟通为餐厅经理提供营业支持。并为各部门经理提供支持，酒店内部，现存的和潜在的客户资料。

Responsibilities and Obligations/职责及义务:

- To greet, escort and assist guests in seating while ensuring that guests are recognized and feel welcome.
向宾客至意问候并引领其前往座位，另其感受来自酒店的欢迎。
- To maintain confidentiality of guest information and pertinent hotel data.
对宾客信息以及酒店相关信息保持机密。
- To communicate reservations and notify special requests to all chefs de rang prior to each meal period.
在餐前时段及时就预订以及宾客的特殊要求与厨师沟通。
- To assign tables and controls the distribution and pertinent hotel data.
安排并管理餐桌分配并控制酒店数据。
- To control the seating time of each table to forecast availability for the rest of the meal period.
管理每个餐桌的入座时间，以确保剩余用餐时间入座率。
- To answer telephone communications and takes reservations according to hotel standards.
按照标准接听电话并接单预订。
- To attend to special guest requests.
满足来自宾客的特殊要求。
- To communicate to his/her superior any difficulty, guest comment and other relevant information.
就出现的任何困难，宾客意见以及相关信息与上级进行沟通。
- To create and maintain updated the guest history file of the restaurant.
创建并持续更新餐厅宾客信息。




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- To establish and maintain effective employee working relationships.
建立并维护有效的员工工作关系
- To attend and participate in daily briefings and other meetings as scheduled.
按照计划参加每日例会及其他会议。
- To attend and participate in training sessions as scheduled.
按照计划参与培训课程。
- To inspect condition and cleanliness of menus and ensure that designated amounts are available.
检查菜单菜品的供应条件以及卫生程度，确保菜量供应充足。
- To update menus as changes occur.
菜单发生变动时及时更新。
- To reset his/her station with necessary supplies and maintain cleanliness at all times.
随时在工作台补充必要的用品，确保工作台保持整洁。
- 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，包括但不限于以下几点
 - 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 promote and sell all the retails items.
推广零售物品。
- To prepare in advance the wrapping and packaging for all the retails items.
提前对所有零售物品进行打包或包装。
- To keep records of the retail items sold and conducts end of the month inventory.
对所有已售物品进行记录并组织每月盘点。
- To maintain tidy and clean all the retails shelves, cupboards, window displays, at all times.
保持零售货架，食品柜以及展示柜的整洁。
- To attend to special guest requests.
满足特殊客人需求。
- To promote image of restaurant by displaying impeccable manners, diplomacy and tact towards restaurant\hotel guests.
通过向宾客展示良好的礼仪，沟通以及机智的协调向宾客展示餐厅形象。
- To keep guests updated on special events.
随时告知宾客最新的特色活动。
- To build up recognition with guests.
建立客人认知度
- To report anything that is considered to be a health or safety hazard immediately to the restaurant Manager or his/her delegate.
立即将潜在的卫生以及安全风险告知餐厅经理或其代理人员。
- To provide efficient and courteous service to the restaurant guests’.
向餐厅经理提供迅速以及谦恭有礼的服务。
- 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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通过文献资料，酒店展会以及现场考察跟踪最新的餐饮趋势，餐饮系统以及餐饮操作及设备潮流。

- To report and follow up the lost & found procedures.
报告并跟踪物失物招领程序。
- To coordinate with the Restaurant Manager or his/her delegate in keeping mailing list updated.
及时与餐厅经理或其代理人协调更新邮件发送清单。
- To participate in functions and activities with other outlets when required.
必要时协助参与其它餐厅的活动。
- To perform related duties and special projects as assigned.
完成相关岗位职责以及被安排的其它特殊任务。

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.
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
- 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

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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