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Title:

职位

Waiter

服务员

Department:

部门

Food & Beverage Department

餐饮部

Hierarchy:

报告人

Captain

向领班汇报

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

L7

7级


Scope/职责范围:

- Prepare MEP as per outlet requirement and provide guest service as per outlet standards.
按照餐厅要求准备MEP并根据餐厅标准准备对客服务。

Responsibilities and Obligations/职责及义务:

- To assist in the day-to-day operation of his section and communicate to the Captain any relevant information.
协助分区域的日常运营并与就相关信息与领班进行沟通。
- To be responsible for the cleanliness of all equipment used in the stations.
负责所有使用设备的清洁工作。
- To maintain supplies of china, cutlery and condiments for side stations mise-en-place correctly, keeping side stations clean and orderly at all times.
在边台瓷器和餐具供应充足，保持边台的整洁有序。
- To collect and stock bread and butter according to the establish standards.
根据标准收集并存放面包和黄油。
- To set out tables according to plans and ensure that tables and chairs are cleaned\dusted.
根据计划摆台并确保所有的桌子和椅子整洁无灰。
- To lay table cloths and folding\placing table napkins according to the established standards.
根据标准铺放台布并折叠餐巾纸。
- To lay covers set up according to the established standards.
根据标准完成布草摆台。
- To ensure all the trolleys are cleaned and stocked ready for operation.
确保所有的餐车是干净的并完好的储存用来运营
- To ensure coffee machine is in operation and well stocked.
确保咖啡机正常运作并存放良好。
- To ensure menus are wiped clean and in sufficient stock ready for operation.
确保菜单整洁完整，数量充足足够运营使用。

- To collect F&B orders from the kitchen, return used chinaware, glassware and silverware to dishwashing area.
从厨房收集餐饮点单，并将使用过的瓷器，玻璃器皿和银器送到管事部洗碗区域。
- To clear, clean and reset his\her working area.
整理，清洁并重新进行工途区域准备。
- To store and count used linens and soiled silver, cutlery.
储存并清点使用过的布草和不锈钢银器，餐具。
- To collect restaurant supplies from stores.
从库房收集餐厅用品。
- To be responsible for providing courteous and efficient service of food and beverage to guests in the restaurant in his section.
- 负责为相应餐厅区域的人员提供礼貌及高效的服务。To assume the duties and responsibilities of the Captain in his\her absence (when requested).
在领班不在岗的情况下要承担其职责和义务
- To control on an on-going basis the level of the following/控制并分析以下要点
 - Quality and presentation of food and beverage products 食品酒水出品质量
 - Service standards 服务标准
 - Condition and cleanliness of facilities and equipments 设施设备状况和清洁度
 - Guest satisfaction 客人满意度
- To establish and maintain effective employee and inter-departmental working relationships.
建立并维护有效的员工工作关系。
- To be responsible for checking his allocated section of the restaurant to see that the mise-en-place has been carried out properly, that tables are clean, the side boards in order and his section ready for service.
负责检查被分配区域是否按照标准准备完毕，桌面是否干净，边桌是否准备好并可提供服务。
- To participate actively in service in accordance with the requirements and practices of the section.
根据部门要求和实际需求参与服务。
- 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 办公室规章制度
 - Health and safety 健康与安全
 - Grooming 仪容仪表
 - Quality 质量
 - Service 服务
 - Hygiene and cleanliness 卫生与清洁
- To monitor the stocks of food, beverage, material and equipment and ensure that service requirements are met.
监管食品，酒水，材料和设备的库存以确保能够达到服务需求。
- To monitor and control all operating equipment for his section.
监管所属部门的运营设备情况。
- To report anything which is considered to be a health and safety hazard immediately to the restaurant manager or his\her delegate.
及时就潜在的健康以及安全风险向经理或其代理人员报告。

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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 2 other languages
精通英语和其他语言
- 1 – 2 years experience working in hotels.
1-2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