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<u>Title:</u> 职位	Health Center Manager 康乐中心经理
<u>Department:</u> 部门	Rooms 客房部
<u>Hierarchy:</u> 汇报对象	Executive Assistant Manager i.c. of Rooms 客房行政副经理
<u>Direct Subordinates:</u> 直属下级	Health Center Supervisor 康乐中心主管
<u>Indirect Subordinates:</u> 非直属下级	Health Center Staff 康乐中心员工
<u>Category:</u> 级别	L4 4级

Scope/职责范围:

- Manages the areas of Health Center department in order to ensure customer satisfaction and to maximize the profit of the hotel.
管理康乐中心区域，以便达到顾客满意度以及使酒店盈利最大化。
- Monitors departmental control systems to ensure that costs are controlled, forecasted revenues and memberships are obtained and that the product quality standards are maintained as per BHI policies & procedures and service standards.
监管部门的控制系统，控制成本，预测收益及会员，并依据巴伐利亚国际酒店的政策、程序以及服务标准维护产品质量标准。
- Manages the Human Resources within the department, ensuring that the work climate is in compliance with the company policies and procedures and maintaining and developing the skills and knowledge of the related staff
管理部门人力资源，确保工作环境符合酒店政策程序，维持并提高相关员工的工作技能以及岗位知识。

Responsibilities and Obligations/责任和义务:

- Ensures that the main responsibilities of the different sections of the Health Center Department are implemented accordingly.
确保完成康乐中心各个部分的相应职责。
- Monitors the Health Center quality service and to ensure conformity to company operating standards, procedures and local regulations in order to achieve customer satisfaction and to preserve the Hotel quality standards.
监管康体中心的质量服务，同时确保其行为与公司的操作标准、程序、当地规范相一致，以谋求宾客满意度并达到集团标准。
- Coordinates members' fitness assessments and ensures each member receives an individual exercise program along with the necessary instruction on use and safety.
协调会员的健康评估，并确保为每位会员制定私人锻炼计划，并传授使用方法及安全教程。

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- Keeps himself updated with the latest developments in sports and fitness techniques and equipment and makes appropriate recommendations to the management.
随时了解最新的运动以及健身技术并向管理层做出恰当的推荐。
- Organizes sports and social activities for guests and members incorporating members requirements and feedback.
组织顾客和会员运动及社交活动，了解会员的需求并给与反馈。
- Ensures that all staff in each section are effectively trained as per the company policies and procedures in order to meet and exceed the customers expectation of services.
确保洗衣房各分部门的所有员工根据酒店政策程序接受有效培训，以保证服务满足并超越客人的期望。
- Ensures the Health Center areas are maintained in excellent condition and cleanliness. Monitors maintenance requests procedures and regularly inspects the different sections of the department, public showers, etc. to ensure proper maintenance and cleanliness.
确保维护康体中心区域保持良好状态以及干净整洁。监管维修申请程序，并定期检查部门的不同区域，如公共淋浴等，以确保正确的清洁及维修。
- Applies the standards of appearance and hygiene on all staff.
要求所有员工遵守酒店仪容仪表及卫生标准。
- Ensures all areas are maintained in a spotless and hygienic condition, including locker and shower rooms.
确保所有区域无死角以及良好的卫生条件，包括更衣室和浴室。
- Ensures all food hygiene and health & safety regulations are strictly adhered to and implements any legislation as required.
确保严格遵守食品卫生、健康和安全守则，并根据要求履行法律法规。
- Supervises any Food & Beverage areas within the health club, fitness and recreation areas and ensures they are efficiently operated, coordinates and communicates with food & Beverage Manager in this regard.
监管康乐中心的餐饮区域、健身和娱乐区域，确保高效的运营，并与餐饮经理合作交流协调。
- Checks that all department reports and correspondence are completed punctually and accurately.
检查来自所有的部门报告，并进行及时准确的回复。
- Monitors guest services staff to ensure those known repeated guests and other VIP's receive special attention and recognition.
监督对客服服务的员工，以确保回头客和其它贵宾受到特别关注和重视。
- Handles effectively all guest complaints concerning the guest services department, taking corrective action to prevent recurrence and convert the guest into a repeated customer.
有效的处理与顾客服务有关的所有客人投诉，采取纠正措施避免此类情况再次发生，并将此类客人转变为回头客。
- Co-ordinate proper actions with other departments, inform Executive Assistant Manager i.c. of rooms. Review all log books related to the department daily and take corrective action when necessary.
同其他部门协调适当的行动，通知分管房务的行政副总。检查所有与部门相关的每日工作日志，并在必要时采取正确行动。
- Develops effective relationships with guests and business partners in order to create optimal business opportunities and community relations for the hotel.



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同顾客和商业伙伴建立有效的关系，为酒店创造最佳商机和社区关系。

- Works closely with the Housekeeping, Engineering and guest contact departments.
同工程部、管家部、直接接触客人的部门紧密合作。
- Conducts daily briefings within the department where daily operational information is provided to the staff.
组织召开部门晨会，为员工提供当天的运营信息
- Conducts a monthly departmental meeting where the staff could express them selves and give new ideas for the operation.
组织召开月度部门会议，供员工表达想法，为部门运作纳入新思想。
- Conducts evaluations and appraisal skills meeting every six months to reevaluate the staff and make development plans for them.
每六个月组织一次员工技能评估会，对员工进行评估并为其制定个人发展计划
- Prepares annual departmental budget and ensures sales and costs are in line with the budget throughout the year.
准备年度部门预算以确保销售和成本符合全年预算
- Ensures that all tasks of the different sections of the Health Center department are implemented by the staff as per the policies and procedures of the hotel.
确保康体中心的不同部门员工在酒店政策程序的框架中完成其相应的工作任务。
- Oversees the security of the recreation areas, ensures each member and guest registers on entering the Health Center and ensures the validity of their identification.
监督娱乐区域的安保，确保每名会员和顾客在进入康乐区时在登记表上登记，以效的鉴别身份。
- Maintains careful control over costs in the Health Center department such as overtime, guest supplies etc.
严格控制康乐中心的超额成本，例如加班、客房供应品等。
- Ensures that operational equipment, computers, other administrative and operating supplies, assets are maintained in excellent condition.
确保所有运营设备，计算机，其它行政管理及运营物资，资产处理良好的状态。
- Ensures all employees are trained to sell memberships.
确保所有员工接受会籍销售培训。
- Ensures that the department is effectively staffed and motivated to consistently deliver high levels of guest service.
确保部门人员合理配置，积励员工始终为顾客提供高品质服务。
- Recruits specialized instructors and ensures they have the necessary professional qualifications as well as the interpersonal skills.
招聘专业的教练，确保他们必要的专业证书和人际交往能力。
- Ensures Health Center policies and procedures manuals, service standards, tasks lists and job descriptions are complete and kept up-to-date at all time.
确保康体中心政策程序手册，服务标准，任务清单以及岗位描述的完整性，并且随时对其进行更新。
- Ensures all staff is thoroughly familiar with the Hotel's emergency procedures.
确保所有员工熟知酒店应急程序。
- Knows and applies all BHI corporate and local Operational Standards as well as local authorities requests and ensure they are implemented.


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了解并遵守巴伐利亚酒店管理集团及酒店运营标准，当局的政策要求。

- Assists all subordinates in the accomplishment of their job description.
帮助下级员工履行其岗位职责。
- Sets up and maintains ongoing training programs in the Health Center department in conjunction with the Personnel & Training Manager.
同人事培训经理建立康乐中心培训程序并坚持对员工进行长期培训。
- Maintains a monthly overview of vacation and public holiday balance of all the Health Center staff and delivers a monthly consolidated summary to the Personnel Manager.
每月对员工的假期以及法定假日休假情况进行总结，并向人事经理提供当月汇总表。
- Ensures maximum memberships selling and monitors the number of members constantly.
确保会籍销售最大化，并长期监管会员数量。
- Knows and uses the company marketing programs and ensure that all staff are fluent in the use of these programs.
熟知并使用公司的市场营销程序，确保所有的员工都可以熟练的运用这些程序。
- Knows the operational use and available facilities of the PMS.
了解电脑系统的操作使用和可用设备。
- Ensures that Health Center employees promote inter-hotel sales and in-house facilities.
确保康乐中心的员工有效推广酒店内外部销售。
- Co-operates in the performance of any reasonable task requested by the management.
协助执行管理层安排的所有合理任务。
- Adheres to all hotel policies and procedures.
遵守酒店的程序和政策。

Security, Safety and Health/保障、安全和健康:

- 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.
遵守所有紧急疏散预案，以保证客人及员工安全。
- 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.
预见可能的危险或情况，并及时告知管理人员。
- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.
保持最佳个人卫生，着装，仪容仪表，肢体语言及行为。

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Competencies/能力要求:

- Good command of English and 2 other languages
良好的英语水平和两种其他语言。
- Five years experience in 5* hotels.
在5星级酒店有5年的工作经历。
- Good knowledge of Microsoft Excel, Word, Outlook.
熟练使用Excel, Word, Outlook.

Interrelations /相互联系:

Liaises with all departments to ensure smooth operation and develops effective relationships with guests, business partners, local community, local authorities and intermediaries in order to create optimal business opportunities and community relations for the hotel.

与其它所有部门联系，确保酒店的正常运营，与宾客，商业伙伴，当地社区，当局以及各类媒介建立有效的关系，为酒店创造最佳商业机会和社区关系。

Work Conditions/工作环境:

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