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<u>Title:</u> 职位	Health Club Supervisor 康乐中心主管
<u>Department:</u> 部门	Health Club 康乐中心
<u>Hierarchy:</u> 汇报对象	Reporting to Health Club Manager 康乐中心经理
<u>Direct Subordinates:</u> 直属下级	Club Attendant 康乐中心服务员
<u>Indirect Subordinates:</u> 非直属下级	N/A 不适用
<u>Category:</u> 级别	L5 5级

Scope/职责范围:

- This position is concerned with guest service, assistance and attention in the Fitness Club. It is involves reception duties, sport supervision, implementing quality standard cleaning and maintenance of Fitness Club equipment.
主要负责康乐中心宾客服务，协助以及宾客关注。其中包括接待，运动监管，清理以及设备维护。

Responsibilities and Obligations/责任和义务:

- Handling guest enquiries and reservations for all activities, handling complaints
解答宾客询问，活动预订以及处理客诉。
- Payments and sports club administration
负责付款接待以及康乐中心管理工作。
- Sportswear and sports equipment sales
运动装备推广销售。
- Contribute to the sales activities and assisting maximizing revenue
参与各类销售推广活动，协同达到收益最大化目标。
- Supervision of Fitness Club, and other sports areas. Assisting guests ensuring correct procedures for use of facilities are adhered to.
管理健身馆以及其它休闲区域，协助宾客确保其采用正确的方式使用设施。
- Assist coaches as required in setting up for activities, group coaching activities, game supervision and refereeing etc
根据教练要求协助进行活动准备，团体训练活动，比赛监督裁判等。
- Ensures that cleaning and maintenance of all areas and equipment are up to required minimum standard
确保清洁并维护所有区域和设备达到最低要求标准。
- Supervising all staff and new recruits, providing all accentual information


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监督所有员工和新员工，并提供所有重要信息。

- Supervision of lifeguards as required
根据要求管理救生员。
- Maintaining concise records of all recreation equipment and materials
对所有娱乐设施以及物资维持日常简单记录。
- Promotion of hotels services and facilities at all times
随时推广酒店服务及设施。
- In charge of making monthly duty rosters and attendance
负责制定部门排班表以及考勤。
- Any other duties that may be requested by the Department Head
完成部门负责人要求的其它工作要求。
- To promote efficiency, confidence, courtesy and an extremely high standard of social skills.
确保工作效率，自信心，礼仪以及最高标准的社交技能。
- To generally promote and ensure good inter-departmental relations.
积极建立并巩固良好的部门间关系。
- To display a pleasant manner and positive attitude at all times and to promote a good company image to guests and colleagues.
始终向同事和顾客展示良好的习惯和积极的态度，展现酒店良好的企业形象。
- To demonstrate pride in the workplace and personal appearance at all times when representing the hotel thus identifying a high level of commitment.
当代表酒店时，始终在工作场所展示骄傲和良好的仪表，展现酒店高标准。
- To adhere to Company and Hotel rules and regulations at all times
始终遵守酒店及公司的规章制度。
- To report any equipment failures/problems to the Maintenance Department.
向维修部门报告所有的设备故障/问题。
- Pass any maintenance requests to the Maintenance Department.
向维修部门递交维修报告。
- To participate in any Training/Developments schemes as recommended by senior management.
参加所有高级管理者建议的所有培训/职业规划课程。
- Assist the Duty Manager in any task outlined/detailed by him/her.
完成由值班经理指示的工作任务。
- To comply with any reasonable request made by management to the best of your ability.
尽最大能力完成管理者指派的合理任务。
- To ensure that the standards required by Law and by Management are maintained at all times in the areas specified above.
确保以上提到的各个区域的管理达到法律以及管理层提出的标准。

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。

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- 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。

Competencies/能力要求:

- Must worked on the same position at least 2 year
在同一职位至少工作2年。
- High School Certificate
高中毕业证。
- Must have knowledge of Guest Courtesy
熟知顾客礼仪。
- Must have certified lifeguard certificate from Local municipality.
必须由当地政府颁发的救生员证书。
- Knowledge of CPR
熟知心肺复苏术。

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 : _____

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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