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<u>Title:</u> 职位	Club Receptionist 康乐中心接待员
<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	N/A 不适用
<u>Indirect Subordinates:</u> 非直属下级	N/A 不适用
<u>Category:</u> 级别	L6 6级

Scope/职责范围:

- This position is concerned with guest service, assistance and attention in the Le Club. It involves reception duties, sport supervisor, cleaning and maintenance. Lifeguard duties may also be required for this position.
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，清理以及维护。该岗或对员工提出救生工作要求。

Responsibilities and Obligations/职责和义务:


- Handling Guest inquiries, and reservation for all activities.
处理顾客询问及活动预约。
- Payments and general administration
负责付款接待以及整体管理工作。
- Sportswear and sports equipment sales
运动装备推广销售。
- Supervision of Fitness Studio and relaxing area such as steam and sauna in assisting guest ensuring correct procedures for use of facilities are adhered too.
管理健身馆以及其它休闲区域，如汗蒸以及桑拿区域，协助宾客确保其采用正确的方式使用设施。
- Assisting supervisor as required in setting up for use of facilities, group coaching activities, game, supervision and refereeing, etc..
进行活动准备，团体训练活动，比赛监督裁判等。
- Cleaning and maintenance of all areas and equipments to the required standard
清洁并维护所有区域和设备达到要求的标准。
- Lifeguard duties at pool as required.
需要时承担泳池救生员职责。
- Cleaning and maintenance of swimming pool and pool deck area
清洁并维护泳池和泳池甲板区域。

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- Promote XYZ Hotel services and facilities at all times.
推广百府悦酒店服务及设施。
- Ensure 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。
- Ensure good inter-departmental relations.
维持良好的部门间关系。
- Must have a pleasant manner and positive attitude at all times, and promote a good company image to guests and colleagues.
保持良好的礼仪并始终展现积极的态度，向宾客以及员工展示良好的企业形象。
- 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 all equipment failures / problems to Maintenance Department. Pass any maintenance requests to the Maintenance Department.
向维修部门报告所有的设备故障/问题，向维修部门递交维修报告。
- Participate in all Training / Developments 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.
协助值班经理完成由其安排的任务。
- 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工作安排。
- 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。
- 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。

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- 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:

- Good command of English and 2 other languages
熟练使用英语和其他两种语言。
- 1 – 2 years experience working in hotels.
有1-2年的酒店工作经验。
- 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。



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Employee Signature
员工签字

Date
日期