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<b><u>Title:</u></b> 职位	<b>Health Club Attendant</b> 康乐中心服务员
<b><u>Department:</u></b> 部门	<b>Health Club</b> 康乐中心
<b><u>Hierarchy:</u></b> 汇报对象	<b>Reporting to Health Club Manager</b> 康乐中心经理
<b><u>Direct Subordinates:</u></b> 直属下级	<b>N/A</b> 不适用
<b><u>Indirect Subordinates:</u></b> 非直属下级	<b>N/A</b> 不适用
<b><u>Category:</u></b> 级别	<b>L7</b> 7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.

这一职位参与顾客服务、协助并关注the Le Club。它包含接待职责、运动主管、清洁和维护。同时也要求这一岗位能够承担救生员的职责。

### **Responsibilities and Obligations/职责和义务:**

- Handles Guest inquiries, and reservation for all activities.  
处理顾客咨询和预约等活动。
- Handles Payments and general administration for memberships  
负责会员的付款和管理
- Sells Sportswear and sports equipment  
销售运动服和运动设备。
- Supervises Fitness Studio and relaxing area such as steam and sauna in assisting guest ensuring correct procedures for use of facilities are adhered too.  
监督健身俱乐部和休息区域，例如蒸汽和桑拿，帮助顾客遵守并正确使用设施。
- Assists supervisor as required in setting up for use of facilities, group coaching activities, game, supervision and refereeing, etc..  
按要求辅助主管建立设备使用、团体培训活动、游戏管理和裁判。
- Cleans and maintains all areas and equipments to the required standard  
清洁所有区域和设备达到要求的标准。
- Relieves Lifeguard duties at pool as required.  
根据要求协助救生员的工作。
- Cleans and maintains swimming pool and pool deck area  
清洁和维修泳池及泳池甲板区域。
- Promotes XYZ Hotel services and facilities at all times.


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始终促进服务和设施。

- Ensures efficiency, confidence, courtesy and an extremely high standard of social skills.  
确保社交技巧的高效、自信、礼貌、和高标准。
- Ensures good inter-departmental relations.  
确保良好的部门内部交往。
- Has a pleasant manner and positive attitude at all times, and promote a good company image to guests and colleagues.  
始终保持礼貌和积极的态度，并向顾客和同事展示良好的公司形象。
- Demonstrates pride in the workplace and personal appearance at all times when representing the hotel thus identifying a high level of commitment.
- 当代表酒店的时，要始终展示出对工作的自豪感和良好的个人形象，因此要求有高水平的保证。
- Adheres to Company and Hotel rules and regulations at all times  
始终遵守公司和酒店的规章制度。
- Reports all equipment failures / problems to Maintenance Department.  
向维修部门报告设备故障/问题。
- Passes any maintenance requests to the Maintenance Department.  
将维修需求交给维修部门。
- Participates in all Training / Developments as recommended by senior management.  
根据高级管理者的要求，参加所有培训/发展
- Assists the Duty Manager in any task outlined/detailed by him/her.  
帮助值班经理完成任务列表/细节。
- Complies with any reasonable request made by management to the best of your ability.  
尽最大能力完成管理者安排的合理任务。
- Ensures that the standards required by Law and by Management are maintained at all times in the areas specified above.  
始终坚持以上指定区域的法律和管理者要求的标准。

#### **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.

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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:**

- Worked on the same position at least 2 year  
在相同职位至少工作2年。
- High School Certificate  
高中毕业证
- Must have knowledge of Guest Courtesy  
必须是指顾客礼仪
- Must have certified lifeguard certificate from Local municipality.  
必须从当地政府获得救生员证书。
- Knowledge of CPR  
熟知心肺复苏系统

**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

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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