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<u>Title:</u> 职位	Lifeguard 救生员
<u>Department:</u> 部门	Health Center 康乐中心
<u>Hierarchy:</u> 汇报对象	Reporting to Health Center 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:

- To ensure the safety of patrons of an aquatic facility by preventing and responding to emergencies.
通过预防和应对突发事件，确保顾客使用水上设施时的人身安全。
- To fulfil the role of Life Guard and Pool Attendant when necessary.
在必要的时履行救生员和泳池服务员的职责。
- To ensure high quality levels of customer service are adopted at all times.
始终为顾客提供高品质的服务。
- To ensure that the life saving equipment are in place and in working condition.
确保将救生设施放在合适的地方，并处于工作的状态。
- To ensure that the water treatment done in regular basis, cleaning and tidiness of the pool deck are maintained all times.
确保定期进行水处理，时刻保持泳池的干净整洁。
- To ensure that guest facilities are clean and tidy (gents & ladies changing rooms, outdoor and indoor areas at the area as per duty schedule).
确保顾客设施的干净整洁（按照值班表安排男更衣室和女更衣室、室外和室内区域的清洁工作）

Responsibilities and Obligations/职责和义务:

- Maintains constant surveillance of patrons in the facility; acts immediately and appropriately to secure safety of patrons in the event of emergency.
随时关注使用客用设施的宾客：在发生紧急情况的时候立即采取措施确保宾客安全。
- Supervises all activity at the waterfront
监管水池的所有活动。
- Keeps daily inventory of all waterfront supplies and equipment condition and need for supplies.
每天清盘点水池物资、设备情况，以及物资需求。




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- Maintains equipment and supplies in proper working order, in an orderly, clean manner.
维护泳池设备及物资，确保其工作有序进行，并且使用保持整洁。
- Maintains waterfront area in a clean and orderly condition.
保持水边区域的整洁有序。
- Clear rubbish and soiled towels from the assigned areas.
清洁指定区域的垃圾和脏毛巾。
- Is jointly responsible with other swimming instructor(s) for the overall health and safety of campers at the waterfront.
同其他游泳教练一同负责水边顾客的健康和安全。
- Ensures that lifesaving equipments are in working order and kept in the pool vicinity.
确保救生设施处于备用状态，并置放在泳池附近。
- Report all guest comments and maintenances to the supervisor.
向主管报告来自顾客的评论以及维修需要。
- Attend to the swimming pool club guests needs.
满足泳池吧宾客需求。
- Daily cleaning of the swimming pool.
每天清洁泳池。
- To report any equipment failures / problems to the Health Club Manager.
向康乐中心经理报告任何设备故障/问题。
- Pass any maintenance requests to the Maintenance Department.
向维修部递交维修申请。
- Provides emergency care and treatment as required until the arrival of emergency medical services.
紧急医疗服务到达之前，根据需要提供急救护理和治疗。
- Presents professional appearance and attitude at all times, and maintains a high standard of customer service.
始终呈现专业的形象和态度，并保持高标准的服务。
- Performs various maintenance duties as directed to maintain a clean and safe facility.
根据指示完成各项维护任务，以维护设施的清洁和安全。
- Performs miscellaneous job-related duties as assigned.
完成各种指派的相关工作职责。
- Undertakes all duties that are required for the Health & Safety of the pool area.
按要求执行泳池区域的健康与安全管理相关的职责。
- Fulfils all maintenance and Health and Safety checks as required.
完成所有维护工作并根据要求完成卫生以及安全检查。
根据要求保持健康和安全检查。
- Completes all plant room tasks.
完成所有器械室的任務。
- Completes all pool testing requirements.
完成所有的泳池测试要求。
- Attends and actively participates in all relevant meetings and training sessions.
参与并积极参加所有相关会议和培训。
- Performs any other duties directed by the management.


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完成管理层指派的其他职责。

- Ensures that correct uniform is worn at all times along with the company name badges.
确保始终正确的穿着制服并佩戴名牌。
- Maintains a clean and safe environment.
维护环境的干净及安全。
- Attends training courses as required.
参加要求的培训课程。
- Maintains the highest hygiene standards.
保持最高的卫生标准。
- Maintains the highest standards of service, presentation and professional advice offered to customers using the facilities.
为使用设施的宾客提供最高标准的服务，设施状态以及专业的建议。
- Works closely with the Housekeeping, Engineering and guest contact departments.
同管家部、工程部以及一线部门维持密切的工作关系。
- Oversees the security of the recreation areas.
全面管理康乐中心区域的安全。
- Is thoroughly familiar with the Hotel's emergency procedures.
熟知酒店应急程序。
- Relieves the other staff as and when required.
必要时接替其他员工。
- Co-operates in the performance of any reasonable task requested by the management.
执行管理层安排的其它合理工作安排。
- Adheres to all hotel policies and procedures. To prepare working equipment for work.
遵守酒店政策和程序,完在营业准备工作。

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。

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- 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:

- Good command of English and 2 other language
熟练使用英语和其他两种语言。
- 1 – 2 years experience working in hotels.
在酒店工作1-2年。
- Current CPR certificate
持有CPR 证书。
- Current certification from local municipality as Lifeguard by a recognized source of training.
当地政府承认的培训机构的救生员认证。
- Ability to react calmly and effectively in emergency situations.
在紧急情况下能冷静有效地做出反应。
- Skill in the application of life guarding surveillance and rescue techniques.
熟练的应用救生员监管和营救技术。
- Ability to pass a pre-employment physical skills evaluation as stipulated by the department.
有能力通过部门规定的体格能力评估。
- Knowledge of CPR and emergency medical procedures.
熟练账务心肺复苏和急救程序。
- Ability to follow routine verbal and written instructions.
具有遵循日常语言和书面指示的能力。
- Knowledge of customer service standards and procedures.
熟知客户服务标准和程序。
- Basic first aid and safety training
基本的急救和安全训练。
- Experience in working with youth and children teaching stroke correction and swim techniques
有对青年和儿童游泳动作矫正和游泳技巧的教学经验。

Interrelations/相互联系:


Liases 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

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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