	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.406
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 4


<u>Title:</u> 职位	Health Club Cleaner 康乐中心清洁员
<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	L7 7级

Scope/职责范围

- To clean all the areas of the Health Club and terrace and to maintain all equipment used. This is also concerned with cleaning and care of gents changing rooms and indoor areas at the Le Club as per the duty schedule.
清洁康乐中心和阳台的所有区域，并保养所有使用过的器械。同时根据职责表清洁顾客更衣室和健身中心的室内区域。

Responsibilities and Obligations/职责和义务:


- To prepare working equipment for work.
为工作准备工作设备。
- To clean all areas of the health club, gym, corridor and terraces.
清洁康乐中心、健身房，走廊和露台的所有区域。
- To keep stores neat and clean.
保持备用品的干净整洁。
- To clear rubbish and soiled towels from the assigned areas.
清洁指定区域的垃圾和脏毛巾。
- To ensure economical and proper use of chemicals and cleaning supplies.
节约适当的使用化学品和清洁供应品。
- To ensure proper handling and maintenance of working equipment.
确保正确的处理和维修工作设备。
- To report all guest comments and maintenances to the supervisor.
向主管报告所有的顾客评论和维护。
- To attend to the health club guests.
照顾康乐中心的顾客。
- To clean daily the swimming pool.
每天清洁泳池。

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.406
		<i>EDITION:</i> 1
		<i>PAGE</i> 2 OF 4

- To report any outstanding matter before signing off.
签退前报告任何突出问题。
- To do any other duties and responsibilities assigned from time to time.
完成指定的其他责任。
- To relieve the health club attendants as and when required.
在需要的时候缓解康乐中心服务员的职责。
- To promote efficiency, confidence, courtesy and an extremely high standard of social skills.
提高效率、信心、礼貌和极高的社会技能。
- To generally promote and ensure good inter-departmental relations.
普遍推广并确保部门内部关系。
- To display a pleasant manner and positive attitude at all times and to promote a good company image to guests and colleagues.
始终展示有好的礼仪，积极的态度，并向顾客和同事展示良好的形象。
- 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，应展示出对工作场所的自豪感，和良好的仪表并确定高水准的交流。
- To adhere to Company and Hotel rules and regulations at all times
遵守公司和酒店的规章制度。
- To report any equipment failures/problems to the Maintenance Department. To pass any maintenance requests to the Maintenance Department.
及时向维修部门报告维修需求，将维修问题交给维修部。
- To participate in any Training/Developments schemes as recommended by senior management.
参加高层管理推荐的培训发展计划。
- To assist 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。
- 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安排的合理任务。
- To ensure that the standards required by Law and by Management are maintained at all times in the areas specified above.
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。

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.406
		<i>EDITION:</i> 1
		<i>PAGE</i> 3 OF 4

- 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 1 year
在同一职位至少工作1年。
- High School Certificate
高中毕业证。
- Must have knowledge of Guest Courtesy
熟知顾客礼仪。
- Tidy and well organized
整洁且有条理。
- Extensive experience in operating HK machines
能熟练的操作客房设备。

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

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.406
		<i>EDITION:</i> 1
		<i>PAGE</i> 4 OF 4

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