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<u>Title:</u> 职位名称	Accounts Receivable Supervisor 应收账款主管
<u>Department:</u> 部门	Finance 财务部
<u>Hierarchy:</u> 等级	Reporting to Financial Controller 向财务运营副总监汇报
<u>Direct Subordinates:</u> 直接下属	Accounts Receivable Officer 应收账款会计
<u>Indirect Subordinates:</u> 间接下属	N/A 不适用
<u>Category/Level:</u> 类别/等级	Level 5 5 级

Scope /职责范围:

- To account for all hotel revenues, and control and verify reverse adjustment, rebates, and discounts.
说明酒店的所有收入，控制并核实反向调节、回扣和折扣。

Responsibilities and Obligations 职责及义务:

- To Monitor the Guest ledger transfers after completion of night audits
监督完成夜审后的客人分类账转账情况
- To Monitor the City ledger transfers after completion of night audits and handover to Credit Manager
监督完成夜审后的挂帐转帐情况，并移交给信贷经理
- To prepare a daily business summary and circulate to concern heads
编制每天的营业汇总表，并分发给有关负责人
- To Monitor the Credit card transfers from revenues
监督信用卡的收入转帐情况
- To Check the allowance vouchers are approved by authorised personnel as per company policy
检查授权人员是否按照公司政策批准了补贴凭证
- To Check the telephone revenue summary daily & identify any unreasonable issues
检查每天的电话收入汇总表并识别任何不合理的问题
- To Co-ordinate with General cashier on all cash revenues are vouched as per cash reports
配合总出纳按照现金报告核实所有现金收入的可靠性
- To keep your administrative area clean and tidy
保持办公区域干净整洁
- To check the complimentary rooms which are properly authenticated; Any unauthorized complimentary stay is to be investigated and brought to the attention of the management.
检查免费客房是否有相关证明；对任何未经授权的免费住宿进行调查，并引起管理部门的关注。
- To Control and monitor serial numbers of all income related print items.



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控制并监视所有收入相关的打印项目的编号。

- To Ensure all price changes are incorporated in Protel and Infrasy
确保将所有的价格变动编入Protel和Infrasy中
- To have Control and monitor special events accounts (advance payments) ticket sales, govt. permissions, taxes, serial control of tickets etc.
控制和监督特别活动帐户（预付款）票务收益、政府权限、纳税、票务的分期付款控制等。
- To check and tally room revenue with housekeeping report.
利用客房部报表检查和计算客房收入。
- To have control and monitor all telephone and fax calls of management and ensure all faxes are lodged and long distance call requests are approved by General Manager.
控制和监视所有管理电话和传真呼叫，并确保所有传真和长途电话请求均经过总经理批准。
- To check advance payments, billing instructions, proper billing of Seminars and conferences and other arrangements.
检查研讨会、会议及其他安排的预付款、账目说明、计费方式。
- To ensure all functions are properly billed and function serial is controlled.
确保对所有重大聚会开列帐单，并对其分期付款进行控制。
- To check all daily use folios, late checkouts and house-use rooms.
检查所有日常使用的账单、获准晚走的客人及酒店自用房。
- To assist the Front office in case of Group check outs
协助前厅部办理团体退房手续
- To make spot checks on cash floats in co-ordination with General Cashier
与总出纳合作对定额备用金进行抽查
- To help and solve any problem faced by the night auditor at the night time during implementation of software
帮助解决夜审员在夜间运行软件时所遇到的任何问题
- To promote efficiency, confidence, and courtesy towards colleagues.
提高效率，增强自信，同事之间以礼相待。
- To have control and monitor privilege card sales.
控制和监督尊贵会员卡销售。
- To control and monitor coupon sales during cash agreements by Sales team
控制和监督销售团队在签署现金协议期间的优惠券销售
- To generally promote and ensure good relations with Operational and department colleagues.
与运营部和部门同事之间建立并确保良好的关系。
- To display a pleasant manner and positive attitude at all times and to promote a good company image to guests and colleagues.
任何时候都要向客人和同事展示愉悦、积极的服务态度，并以此提升公司的良好形象。
- To adhere to Company and Hotel rules and regulations at all times.
始终遵守公司及酒店的规章制度。
- To report any equipment failures/problems to the Maintenance Department.
向维修部报告任何设备故障/问题。
- To pass any maintenance requests to the Maintenance Department.
将任何维修要求传递给维修部。

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- To participate in any Training/Developments schemes as recommended by senior management.
参加高级管理人员建议的任何培训/发展计划。
- To comply with any reasonable request made by Department Head to the best of your ability.
符合部门主管根据你的能力提出的任何合理要求。
- To make a timely suggestion to Financial Controller simplifying documents and providing lead to avoid duplication issues.
及时向财务运营副总监提出简化文件和率先垂范的建议，以避免发生同样的问题。
- To ensure that the standards required by PRC Law and by Department are maintained at all times in the areas specified above.
确保任何时候都在上述指定区域遵守中华人民共和国法律及部门规定的标准。

Security, Safety and Health / 保障, 安全及健康:

- 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.
遵循应急程序以确保客人和员工的安全。
- 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.
预见可能的危险和情况，并及时告知经理。
- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.
保持最佳的个人卫生，着装，仪容仪表，肢体语言及行为。

Competencies 能力要求:


MS office, Fidelio, Protel, and ability to perform manual documentations when necessary
熟悉MS office、Fidelio、Protel等办公软件，并能够在必要时编制人工单证

Interrelations 相互联系:

Liaises with all Debtors and all Revenue generating departments.
与所有债务人及所有带来收入的部门保持联络。

Work Conditions 工作条件:

Regular hours with extra times occasionally.
正常工作时间与偶尔的加班时间。

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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