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<u>Title:</u> 标题:	Chief of Security 保安部经理
<u>Department:</u> 部门:	Security 保安部
<u>Hierarchy:</u> 汇报对象	Reporting to the EAM-F&B 向分管餐饮的行政副总报告
<u>Direct Subordinates:</u> 直属下属	Assistant Security Manager 保安部副经理
<u>Indirect Subordinates:</u> 间接下属	Security Supervisor, CCTV Supervisor, Security Guards, Timekeeper attendant, CCTV Fire Control Engineer, Security Secretary 保安主管, 消防主管, 保安员, 计时员, 消防工程师, 保安部 秘书
<u>Category:</u> 类别:	L 3 3级

Scope/职能范围:

To continuously monitor installed safety devices for emergency readiness and to patrol public areas, restaurants, guest floors, offices, plant rooms and all other areas of the hotel, ensuring the safety, security and comfort of all guests, hotel personnel and property in and around the hotel.

不间断对已有应急设备进行监测, 巡视包括餐厅, 客房楼层, 办公室, 盆景房等公共区域以及酒店其它区域, 确保宾客, 酒店员工及财产的安全, 令其感觉有保障及舒适。

Responsibilities and Obligations/责任及义务:

Financial/财务:

- To strictly adhere to the established operating expenses and that all costs are controlled.
严格遵守酒店的制定的运营费用, 控制成本。
- To assist in effective payroll control through a flexible work force, maximizing utilization of part time employees and close cooperation with other department in the hotel.
通过多变的人力安排, 最大化利用兼职员工并与酒店内其他部门的密切合作来有效地控制工薪酬成本。

Operational/运营:

- To manage the department according to the established concept statement providing a safe, secured, courteous, professional, efficient and flexible service at all times, following XYZ Hotel's Standards of Performance.
根据酒店的运营理念来管理本部门, 即为酒店提供一个安全、有保障、礼貌、专业、高效、灵活的安保服务, 并遵循国际酒店管理集团的安全行为标准。
- To have a full working knowledge and capability to supervise, correct and demonstrate all duties and tasks in the assigned Place of Work to the standard set. Please note that Master Task Lists are

reviewed and changed on a regular bases reflecting change in trends, guest expectations and operating philosophies.

具备扎实的安保部工作知识以及管理，纠错，工作安排能力，确保被指派的各个工作区域均达到既有的安全标准。随时就总任务清单进行审核，并根据行业趋势，宾客期望以及运营要求进行改进。

3. To assign responsibilities to subordinates implementing multi-tasking principle and to check their performance periodically.
为员工安排工作，始终遵循多任务原则并定期检查员工工作表现。
4. To maintain a pool of qualified part time employees in conjunction with the Human Resources Department.
与人力资源部门合作，共同培养合格的兼职安保员。
5. To implement a flexible scheduling based on business patterns.
根据业务需要，采取灵活的工作安排模式。
6. To conduct daily pre-shift briefings to employees on rooms occupancy, arrival & departures, functions / event and special attention that is needed.
组织日常预换班简会，让员工知晓当天的入住率、入店、离店、活动/事件、及需要的特殊关注。
7. To have a thorough understanding and knowledge of all hotel related service and products have the ability to make recommendations to hotel guests.
熟悉并了解酒店的所有服务和产品，向酒店客人推荐服务和产品。
8. To be fully conversant with every detail of the hotel layout and the location and functions of :
完全熟悉酒店布局、位置和功能的每个细节：
 - Sprinkler system and smoke detectors
自动喷淋灭火系统和烟感
 - Firefighting equipment and emergency exits
消防设备和紧急出口
 - Fire control room and fire indicator panels
消防控制室和消防指示面板
 - Emergency evacuation / public address systems
紧急疏散/播音装置
 - Emergency assembly area outside hotel
酒店室外紧急集合区
 - Fire / bomb threat and security procedures
火灾/炸弹威胁及安全程序
 - Lifts - emergency phone numbers
电梯 - 紧急号码
 - First aid equipment
急救设备
9. To establish a smooth working relationship with local authorities and identify and liaise with them all required regulations and activities.
与当地政府建立良好的工作关系,及时就各类规章制度以及活动与其进行沟通。
10. To handle investigation and report all claims regarding thefts, accidents, injury, property damage, vandalism and trespassing from either guests, visitors or hotel personnel with the assistance of local police if necessary.



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就来自客人，游客或者酒店员工的盗窃，事故，伤害，财产损失，破坏及非法入侵行为展开调查，必要时可要求当地警方协助，完成事故报告。

11. To handle all tasks with diplomacy, tact, appropriate discretion and efficiency.
通过交涉手段，机智，恰当的判断以及高效率处理所有事宜。
12. To monitor and control the movement of all employees leaving or entering the hotel through the employee entrance.
监督并管理所有员工进出活动，确保其均使用员工通道。
13. To implement with the Director of Human Resources employee baggage checks and periodical locker searches as required.
与人力资源总监共同进行员工行李检查并定期按要求搜索更衣柜。
14. To establish with the Director of Engineering and Training Manager a helpful and effective in-house training course on Fire Prevention, First Aid and Occupational Health and safety; to ensure its implementation and periodical updating .
与工程总监和培训经理共同建立一个有用的、有效的店内防火、急救、专业的健康及安全培训；并进行定期完善及更新。
15. To ensure that all new staff members are briefed and / or trained in Fire Prevention / Fire Fighting Procedures relevant to their position.
确保所有新员工均被告知与其岗位相关的防火、消防程序内容或参加了相关培训。
16. To record and strictly control the issuing of all master keys and other keys within the hotel according to the established key policies and procedures and to report any discrepancy immediately to General Manager and Director of Finance.
根据既定的钥匙政策和程序，记录、严格控制酒店内的所有主钥匙和其他钥匙的分发，如发现任何异常立即向总经理和财务总监报告任。
17. To co-ordinate ongoing “Non Patterned” patrols of guest floors, public areas, outlets, offices and all other areas within – and around the hotel as specified in the Security Operations Manual.
根据安保部操作手册，协调组织巡逻“非既定”区域，如客房楼层，公共区域，各个餐厅，办公室内以及其它酒店内部或酒店周围区域。
18. To review all reports prepared by Security Officers to ensure complete information, relevance, accuracy and follow-up points.
审查所有保安员递交的报告，以确保信息完整性，相关性，精确性并就相关要点进行跟进。
19. To maintain a systematic distribution policy for all routine patrol and reports to accommodate prompt management review.
维护所有日常巡逻的系统分布并及时报告职班经理审核。
20. To provide guard escorts to cashiers upon shift-ends from outlet to hotel safe, and General Cashier from hotel to bank whenever required.
在收银更换班次时护送其从酒店收银点前往酒店保险柜处，如需要，护送总出纳往返酒店及银行。
21. To co-ordinate and organize with Director of Engineering the training of an effective In-House Fire Brigade, with periodical refresher courses and exercises for both In-House Fire Brigade and departmental trainers and conduct monthly fire drills.
与工程部总监协调、组织训练高效的内部消防队，定期更新训练课程、组织内部消防队及部门培训师参加演习并安排月度消防演习。
22. To review scheduled functions, group or VIP arrival events and discuss special instructions with all relevant departments.
审核已确认的特殊事宜，包括团队或者贵宾活动，并与各部门共同商议提出特殊要求。

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23. To conduct vulnerability assessments in conjunction with Heads of Departments to identify potential risk issues and liability factors, proposing corrective measures where necessary.
与各部门负责人一起组织薄弱区域评估以指出潜在风险以及相关责任因素，必要时提出纠正措施。
24. To handle guest and employee inquiries in a courteous and efficient manner and report guest complaints or problems to supervisors if no immediate solution can be found and assure follow up with guests.
礼貌、高效地处理客人、员工的询问，在无法直接处理客诉或宾客问题时及时向上级报告并就处理结果向客人跟进。

Administration/行政:

1. To ensure that all Departmental Operations Manuals are prepared and updated annually.
确保部门所有操作手册准备就绪，每年更新一次。
2. To maintain the Daily Log Book.
工作日志日常更新。
3. To assist in planning the weekly roster and work schedules to ensure that the work place is adequately staffed to handle the level of business.
制定部门每周排班以及工作计划，以确保工作区域人员合理安排，足够处理各类事宜。
4. To periodically review and update (if necessary) Fire Prevention and Emergency Policies and Procedures.
定期审核防火，紧急事件政策及程序，必要时对其进行更新。
5. To submit all guest / staff incident reports.
提交客人/员工的所有事故报告。
6. To report "Lost & Found" items.
报告“失物招领”
7. To attend weekly Rooms Division and Daily Operations Meeting.
参加客房部周会以及每日的运营例会。

General/综述:

1. To understand and strictly adhere to the Rules & Regulations established in the Employees Handbook and the Hotel's policy on Fire, Hygiene, Health and Safety.
理解并严格遵守员工手册中的规则、条例和酒店的消防、卫生、健康和安全管理政策。
2. To report for duty punctually wearing the correct uniform and name tag at all times.
随时告知员工穿着正确的制服、佩戴铭牌。
3. To maintain a high standard of personal appearance and hygiene at all times.
随时维持高标准个人形象和卫生状态。
4. To maintain a good rapport and working relationship with staff in the outlet and all other departments.
与酒店运营区域以及所有其它部门员工维持密切的沟通和工作关系。
5. To attend and contribute to all staff meetings Departmental and Hotel trainings scheduled and other related activities.
参加并参与协助部门所有员工会议，酒店既定培训以及其它相关活动。
6. To fully support the Departmental Training Function in the Department assigned.
全力支持被分派的部门培训。
7. To undertake any reasonable tasks and secondary duties as assigned by the General Manager.


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承担所有由总经理分配的其它合理任务和其它非主要职责。

8. To respond to any changes in the Security Department function as dictated by the hotel.
就酒店对保安部功能更改的指示做出回应。
9. To project at all times a positive and motivated attitude and exercise self-control.
随时保持积极向上的工作态度，并就自我把控率先垂范。
10. To have a complete understanding of the Income Audit Section in the Operations Manual and Policies & Procedures.
对操作手册、政策与程序中收入审计的部门有一个全面的理解。
11. To provide a courteous and professional service at all times.
始终提供礼貌、专业的服务。
12. To attend all meetings as required by Executive Management.
参加行政管理层要求的各类会议。
13. To conduct monthly staff meetings.
组织每月员工会议。

Employee Handling/员工管理:

1. To assist in identifying training needs and plan training programs for the employees.
了解员工培训需求并制定培训计划。
2. To ensure that at the place of work employees are Multi Skilled and have the necessary skills to perform their duties through consistent training in accordance with the Annual Training Plan.
根据年度培训计划组织长期员工培训，以确保所有员工的多技能性并具备岗位要求的相关技能。
4. To liaise and inform Divisional Heads and Human Resources Department of all training sessions.
联系并告知部门负责人及人力资源部所有培训计划。
5. To ensure that all employees maintain a high standard of personal appearance and hygiene at all times.
确保所有员工保持高水准的个人和卫生形象。
6. To conduct staff yearly performance appraisal.
组织员工年度绩效考核。
7. To ensure that all employees report for duty punctually wearing the correct uniform and name badge at all times.
确保所有员工准时报到，并穿正确的制服、佩戴铭牌。
8. To ensure that all employees provide a courteous and professional service at all times.
确保所有始终员工均提供礼貌、专业的服务。
8. To fully support the Departmental Trainers function in the Department assigned.
全力支持部门培训师培训工作。
9. To assist in the building of an efficient team of employees by taking an active interest in their welfare, safety and development.
关注员工的福利，安全以及职业发展，以此为基础建立一个高效的员工团队。
11. To assist in the training of the employees ensuring that they have the necessary skills to perform their duties with the maximum efficiency.
协助进行员工培训，确保他们获得必要的技能以最高效地履行职责。
12. To supervise the employees within the department, ensuring that the correct standards and methods of service are maintained as stated in the Department' Operations Manual.
监督内部员工，确保员工按照部门操作手册的正确标准以及服务方式履行职责。

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13. To ensure that all employees have a complete understanding of and adhere to the Hotel's Employee Rules & Regulations.
确保所有员工完全理解并遵守酒店员工规章制度。
14. To ensure that all employees have a complete understanding of and adhere to the hotel's policy relating to Fire, Hygiene, Health and Safety.
确保所有员工完全理解并坚持酒店的消防、卫生、健康及安全相关的政策。

Executive Duties /行政职责:

To assume the functions and responsibilities of Duty Manager in accordance with the Hotel's Duty Manager's Roster.
依照酒店值班经理花名册，承担值班经理的相关责任

Occasional Duties /临时职责

1. To carry out quarterly, bi-yearly, yearly inventory of operating equipment.
组织季度, 半年度, 年度库存运行设备盘点。
2. To assist in planning, organizing and controlling of special events, large group movement.
协助策划, 组织以及监管特殊活动以及大型团体活动。
3. To carry out any other reasonable duties and responsibilities as assigned.
完成被安排的其他合理任何的工作及职责。

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.

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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