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<u>Title:</u> 职位名称	Security Supervisor 保安主管
<u>Department:</u> 部门	Security Department 保安部
<u>Hierarchy:</u> 汇报对象	Chief Security 保安部经理
<u>Direct Subordinates:</u> 直接下属	Security Guard, Guard Time Keeper, Fire Control Center Officer 保安员, 计时员, 消防监控员
<u>Indirect Subordinates:</u> 间接下属	N/A 不适用
<u>Category/Level:</u> 级别	L5 5级

Scope/职责范围:

Assist Chief Security on managing the security and safety related issues of hotel on a daily basis. In charge of the daily hotel fire extinguish operation, including supervising, managing, and guiding. Ensure the safety and security of our customers, hotel staffs, and hotel belongings.

协助保安部经理实施每日安全保卫管理工作。负责整个饭店安全日常工作的监督、管理及指导、保证消防及监控系统的完整性。最大限度地保证客人、员工及店内财产安全

Responsibilities and Obligations/职责和义务:

- Check staff appearance and personal hygiene; keep professional attitude.
检查员工仪容仪表及个人卫生, 保持良好的专业态度, 职业风范
- Organize a regular meeting once meeting per week.
组织员工班前班后例会
- Well deal with the works of take-over and hand-over for next shift assuredly can follow up the jobs left in order to the safety of equipment of Securities' and of integrity for well used.
认真做好遗留问题的交接工作, 确保能及时跟进处理, 保障保安器材、器具的完整正常工作
- Keep equipment of securities being well and in good condition
保障保安器材, 器具的完整好用
- Check over every logs with signature (Including: log of control room, gateway logs)
检查各种记录, 并签字(监控记录, 门岗记录)做好各种记录的检查工作、确认
- Be a good support to other hotel departments
协调及配合其他部门的工作
- Check security staff on guest service standard
检查员工对客服务标准
- Inspect fittings and equipment of fire protection weekly
作好每周消防设备的检查




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- Back-check to areas about fire concerned (prior to fire, between fire, after fire). Confirmation in safety of construction areas after transaction of authority permitted of fire used.
作好动火区域的查看（动火前，动火中，动火后）确保办理动火证后，施工区域的安全
- Assist security duty manager in communication once a month. Evaluations to works of staff once a half of year, for the results of evaluations, give it a proposal to supervisor.
协助值班经理每月一次与员工沟通，每半年一次对员工进行工作表现的评估，并对评估结果向上级领导提出意见或建议
- Carry out the commissions of safety of great activities and VIP
落实实施饭店大型活动，VIP确保安全保卫工作，并做好相应人员设施的调配工作
- Fully comply with problems of associates, take relevant personal action in compliance with our hotel's policy.
公平公正的处理员工存在的问题，并按照饭店的政策给予相应的处罚
- Concretely carry out the policy of hotel's, standards of sector, and case of execution of working plans, meanwhile, monitoring the relevant problems existent among the matter being dealt with
具体落实饭店的政策，部门的标准程序及工作计划的执行情况，并监督在执行过程中存在的相关问题及做好跟进工作
- Make out a monthly plan and carry out material instances reporting to head of corresponding department
制定月工作计划，并就落实情况汇报至部门总监
- Comply with the procedures of dealing with gusty events, flexibly cope with gusty events of hotel's, keep our staff and properties of our hotel from being destroyed at all events, if needed, take a forcible measures, and be a assistant of ones' of Police Bureau for evidence of obtaining work, other than that, give it a report
依照突发事件处理程序，机动灵活的处理在饭店发生的突发事件，确保饭店财产和员工不受到任何伤害，必要时可采取强制措施。协助公安机关做好整个时间的调查取证工作，并做事故报告
- Well mastering and acknowledge the operation of equipment of control room. Have the destroyed of equipment fixed timely.
熟练掌握消防监控设施的操作，对设施出现的故障后及时上报工程部，保障设备正常工作
- Acquainting his/her self with knowledge of gusty events the dealing and put it into practice
熟练掌握并应用应急/突发事件的程序及预案
- Fortify the sense and the material procedures of management of people into our hotel
按照程序加强对外来人员的控制及管理
- Affirmatively keep the constructive area safe, accompanied with constructive leaders to check the area for safe when the construction coming into an end. Additionally of sound among the construction
- 确保施工现场安全，做到施工结束后与施工单位现场负责人共同检查并签字，同时协调好施工噪音问题
- Do Inspection tour throughout whole hotel for safety needed at every shift
确保对饭店每班次巡查一次
- Round off the training of associate on post and skills of service, moreover the training of associate full of potential of management in order to well circulation of personnel flowage
作好员工的岗位、服务技能培训，及有浅智员工的管理培训，确保人员良性循环
- Attend the regular meeting at night shift

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夜班准时（23：00）参加值班经理例会

- Administration of coming people into hotel according to hotel rules and local regulations
做好对不受欢迎人员的控制
- The monitor and control of posts
对岗位的监督与控制
- Carry through and rehearse of fire protection monthly
主管在处理任何问题中不得代表饭店做出任何承诺

Administration/行政:

- Maintains the Security Daily Log Book.
保管保安部的日志。
- Submits all guest/ employee incident reports in time.
及时提交所有客人/员工的事报告。
- Handles and reports “Lost and Found” items according to the Hotel Lost and Found procedure.
根据酒店的“失物招领”的程序处理所有“失物招领”物品。

People Management/人员管理:

- Assists Security employees to work following the operational, financial, administrative philosophies ensuring employees are multi skilled and perform multi tasks.
协助保安部的员工，在工作中遵循经营、财务及行政管理的理念，并确保员工具有多技能并完成多项工作。
- Through management, supervises closely all Security employees in the performance of their duties in accordance with Policies & Procedures and applicable laws.
通过参与管理，对所有保安部的员工进行紧密督导，使他们的表现符合政策、程序及有关法律。
- Monitors employee morale and provides mechanisms for performance feedback and development.
关注员工士气并对工作表现及发展提供反馈。
- Conducts annual Performance Development, providing honest and appropriate feedback.
进行年度表现评估，提供诚实而适合的反馈。
- Effectively communicates guiding principles and core values to all levels of employees.
将指导原则和核心价值有效地传达给所有员工。
- Ensures services provided by the Department are always available and are always carried out to defined Standard with the utmost efficiency, consistency and courtesy as detailed in the Department Operations Manual.
确保保安部随时提供所需的服务，并按照部门营运手册的要求提供快捷、持续、礼貌且符合标准的服务。

GENERAL DUTIES 日常职责:

Health and Safety 健康和安:

- Ensure that all potential and real Hazards are reported immediately and rectified
确保所有的潜在的和事实的安全隐患要及时汇报和更正。



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- Be fully conversant with all departmental Fire, Emergency and Bomb procedures
熟悉所有部门的消防、紧急事件处理和炸弹处理程序。
- Ensure that all emergency procedures are rehearsed, implemented and enforced to provide for the security and safety of guests and employees
确保所有的紧急方案都经过彩排，实施和加强以保护客人和员工的安全。
- Ensure the safety of the persons and the property of all within the premises by fairly applying Hotel Regulations by strict adherence to existing laws, statutes etc.
通过严格遵守现行的法律、法规等，来较好的执行酒店的规章制度，以确保酒店内部所有的人员和物品的安全。
- Ensure all staff within the department work in a manner which is safe and unlikely to give risk of harm or injury to selves or others
确保所有部门内部的员工都在安全的情形下工作，不可能在受伤害或危险的环境下工作。
- Use safe manual handling techniques and practice safe work habits following Health, Safety and Environment policies, maintain procedures to minimize our impact on the environment and prevent pollution.
使用安全手册技术并实践集团健康、安全环境政策下的安全工作习惯，保持将我们对环境和污染的防护减到最小的工作程序。

Confidentiality 保密:

- Ensure confidentiality and secure storage of all intellectual property and data bases, both hard copy and electronic. Adhere to Accor Internet and Email policy
确保保密性和所有有关酒店的数据无论软件和硬件的安全。坚持雅高网络和邮件政策。
- Ensure Hotel, Customer and Staff information or transactions are kept confidential during or after employment with the company.
确保在员工在职或离职后对酒店、客人和员工信息或其它的相关信息保密性。
- To be fully conversant with 精通:
- Hotel fire procedures 酒店消防程序
- Hotel security procedures 酒店安全程序
- Hotel Health and Safety policy and procedures 酒店健康和安全政策和程序
- Hotel Facilities and attractions 酒店设施
- Hotel standards of operation and departmental procedures 酒店运行标准和部门运行程序
- Methods of accepted payment of the company 企业可以接受的付款方式。
- Short and long term company marketing promotions 酒店长短期市场促销政策

Competencies / 能力要求:

- Knowledge of hotel fire and life safety systems
熟悉饭店内的消防救生系统
- General management and leadership skills
具有管理才能
- Thorough understanding of the rules and regulations of other local government authorities pertaining to the licensing and operation of hotels.
熟悉由当地政府机构制定的有关饭店各类许可及运营的各项规章制度
- Junior college or high school graduates preferred/
大专或高中以上学历

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- Minimum 5 years experience in managerial hotel Security positions.
至少有3年从事饭店保安工作的经验
- Preferred bilingual (English and Chinese)
最好掌握两种语言(英文和中文)

Interrelations/相互联系:

Liaises with outsiders, guests, department heads and front line managers.
与各部门, 安保部员, 政府官员, 供应商及客户建立良好的联系。

Work Conditions/工作条件:

Regular hours with extra times occasionally
正常工作时间, 偶尔伴有加班

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