	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.503
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 3

Title: **Security Officer**
标题: 保安员

Department: **Security**
部门: 保安部

Hierarchy: **Reporting to the Chief of Security**
汇报对象: 向保安部经理报告

Direct Subordinates: **N/A**
直属下级 不适用

Indirect Subordinates: **N/A**
间接下级 不适用

Category: **L 7**
类别: 7级

Scope/职能范围:


To conduct duties in the assigned Place of Work and provide a courteous, professional, safe and secured and flexible service consistent with XYZ Hotels' Standards Policies & Procedures in order to maximize guest satisfaction.

执行分配的任务, 提供礼貌、专业、安全、自由灵活的服务, 在遵守国际酒店标准的前提下, 最大程度满足顾客的需求。

Responsibilities and Obligations/责任和义务:

Operational /运营:

1. To provide a courteous, professional, safe and secured and flexible service at all times, following XYZ Hotels' Standards of Performance.
始终提供礼貌、专业、安全、自由灵活的服务, 酒店的执行标准
2. To perform 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.
执行从工作地点到标准台的任何职责和任务, 评审、标记主要任务列表并根据趋势、宾客期待值、运营方法及时更改 标准。
3. To be entirely flexible and adapt to rotate within the different sub departments of the Rooms Division or any other Department of the hotel as assigned.
完全灵活巡视客房部的附属部门或酒店内的其他部门
4. To perform all duties and tasks when rotated or assigned to another Department as per Master Task List for that Department.
根据另一部门的主要任务列表, 执行分配的任何职责和任务。
5. To be fully conversant with all services and facilities offered by the hotel.

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.503
		<i>EDITION:</i> 1
		<i>PAGE</i> 2 OF 3


- 完全熟知酒店内所有服务及设备
6. To perform opening and closing procedures established for the Place of Work as assigned.
按分配执行工作场所的开、关流程
 7. To have a thorough understanding and knowledge of hotel safety and security matter.
对酒店的安全问题有完全的了解与足够的知识。
 8. To ensure that the Place of Work and surrounding area is kept clean and organized at all times.
任何时候都要保证工作场所和周围区域的环境整洁及纪律性
 9. To ensure place of assigned duty is clean, safe and secure.
保证任务周围区域的整洁、安全
 10. To handle guest enquiries 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.
以礼貌、高效的方式处理客人的询问，并及时向上级主管报告客人的抱怨及投诉，如没有即时的解决方案，需随后跟进。

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章、制度及酒店的火灾，卫生，健康和标准
3. To report for duty punctually wearing the correct uniform and name tag at all times.
随时报告员工穿着正确的制服、佩戴标徽
4. To maintain a high standard of personal appearance and hygiene at all times.
任何时候都要保持员工的形象及卫生
5. To maintain a good rapport and working relationship with staff in the place of work and all other departments.
与本部门及其他部门员工保持良好的沟通和工作关系
6. To attend and contribute to all staff meetings Departmental and Hotel trainings scheduled and other related activities.
参加部门员工会议、酒店培训课程及其他相关活动
6. To undertake any reasonable tasks and secondary duties as assigned by the Assistant Manager and Team Leader.
承担由副经理和领队分配的工作任务和非主要任务
7. To respond to any changes in the work place function as dictated by the hotel.
对酒店的更改工作场所的职能一事，做出相应反应

Occasional Duties/临时职责:

1. To assist in carrying out quarterly, bi-yearly, yearly inventory of operating equipment.
协助开展季度、半年度、年度库存操作设备的发明
2. To carry out any other reasonable duties and responsibilities as assigned.
执行分配的任何合理职责和任务

	RESOURCE LIBRARY STRUCTURE & ORGANISATION Job Description	<i>CODE:</i> 02.04.503
		<i>EDITION:</i> 1
		<i>PAGE</i> 3 OF 3

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