

	RESOURCE LIBRARY – HUMAN RESOURCES House Rules	<i>CODE:</i> 04.01.004
		<i>EDITION:</i> 1
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OBJECTIVE: 目的:

- To establish the standard of conduct and discipline the company expects of its employees.
- To ensure employees are aware of the expectations with regard to conduct prior to any disciplinary procedure.
- 制定公司要求其员工遵守的行为和纪律标准。
- 确保员工意识到执行任何纪律处分程序之前的行为期望。

APPLICATION: 应用:

All Hotels are expected to produce a set of House rules incorporating the areas mentioned in this statement of policy.

要求所有巴伐利亚酒店均制定一组内务守则,在本政策声明中提到的地区贯彻执行。

House Rules are to be displayed in a conspicuous place such as the employees notice board, as well as contained in the staff handbook.

“内务守则”要显示在一个醒目的地方,如员工布告栏,同时包含在员工手册中。

Rules that are not enforced when broken soon lose their value as a deterrent for poor conduct and performance. 很快违反未实施的守则,就会失去其对不良行为和表现的威慑价值。

No exceptions should be made when house rules are broken, managers must be seen to be fair by immediately addressing any breach of the rules.

对违反内务守则的不宜按下不为例处理,经理们必须立即公平处理任何违反守则的行为。

Needless to say managers are expected to lead by example and their own conduct must be exemplary at all times. 不用说,经理们要以身作则,自己的行为时候都应成为大家的楷模。

STATEMENT OF POLICY

政策声明

1. We believes that a good standard of conduct is required to protect the individual employee, their colleagues, the guest and the assets of the owners and company.
店国际认为,必需有良好的行为标准,才能保障员工个人的、其同事、客人和业主及公司的资产。

2. House rules specific to each hotel will be in place covering the following subjects and will be enforceable by disciplinary action:
针对每个店的内务守则将予以贯彻实施,其内容涵盖以下主题,将通过纪律处分强制执行:

- | | |
|---|------------|
| a. Timekeeping and punctuality | 计时和守时 |
| b. Attendance record, absence from work | 考勤记录、缺勤 |
| c. Hygiene, grooming and standard of appearance | 卫生、仪容仪表标准 |
| d. Standard of work performance | 工作绩效标准 |
| e. Guest courtesy | 殷勤待客 |
| f. Teamwork and respect for colleagues | 团队精神和同事的尊重 |
| g. Entrance and Exit | 入口和出口 |
| h. Smoking and non-smoking areas | 吸烟区和无烟区 |



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|---|------------------|
| i. Consumption of alcohol | 酗酒 |
| j. Use of hotel/guest facilities | 酒店/宾客服务实施的使用 |
| k. Personal telephone calls | 私人电话 |
| l. Socializing with guests | 应酬客人 |
| m. Lost and Found procedure | 失物招领程序 |
| n. Health, Safety and Fire Prevention | 健康、安全及消防 |
| o. Accommodation regulations | 住宿规定 |
| p. Cafeteria entitlements/timings etc. | 餐厅权益/定时等。 |
| q. Transportation facilities | 交通设施 |
| r. Locker rooms | 更衣室 |
| s. Respect for company property | 爱护公司财产 |
| t. Accepting gifts from guests/suppliers | 接受客人/供应商的礼品 |
| u. Respecting local laws and customs | 尊重当地法律和习俗 |
| v. Abusive language | 粗言秽语 |
| w. Following reasonable instructions from supervisors | 遵守主管的合理指示 |
| x. Unauthorized removal of hotel goods/property | 擅自拿走酒店用品/财产 |
| y. Loss of hotel property such as ID cards, keys, uniforms etc. | 遗失ID卡、钥匙、制服等酒店财产 |