

## Nomination Criteria:

### 提名标准:

The criteria that should be taken into consideration before choosing Employee of the Month are:

在选择月度优秀员工之前应考虑的标准有:

- **Appearance:** Should always look like a professional, starting from Her/his uniform to her/his appearance.  
仪容仪表: 从其制服到仪容仪表, 均应符合职业标准。
- **Attitude:** Ability to accept with content all the given tasks and Perform them according to the Hotel standards. Demonstrates a courteous manners towards patients, Supervisors and fellow workers.  
态度: 乐于接受所有指派任务, 并遵照酒店标准执行。礼貌对待房客、主管和同事。
- **Communication:** Ability to communicate with hotel guests in the same effectiveness as communicating with the hotel staff.  
沟通: 能与住店房客有效进行沟通交流, 就如同和酒店员工交流一般。
- **Attendance/**  
出勤 /  
• **Punctuality**  
准时  
Site in accordance to her/his work schedule.  
按照工作时间表出勤。
- **Quantity:** Ability to perform all assigned tasks in a timely and to Be as productive as the Hospital requires.  
数量: 能够及时完成所有指派任务, 完成效果符合酒店要求。
- **Quality:** Employee should meet established Hospital standards, Care for Hotel's property and procedures.  
质量: 员工应遵守酒店制定的标准, 爱护酒店财产、发扬酒店作风。
- **Initiative:** Sense of responsibility shown in carrying out duties Without being given any instructions.  
主动性: 无需作出指示, 就能在履行职责过程中表现出责任感。
- **Dependability:** Being reliable to finish a given task correctly without Any delay.  
可信赖性: 能正确无误地完成指定任务, 值得信赖。

In addition to the mentioned criteria you should take into consideration, how he or she exceeds patients expectations by simply WOWING the patient (and his/her relatives) and going the EXTRA MILE with them. As well as they perform their duties towards another staff member.

除上述提及的应予以考虑的标准外, 赢得房客(及其家属)的称赞, 提供更进一步的服务, 从而超过房客预期的亦在考虑范围之内。以及履行对其他员工的职责。

We should keep in mind that the Employee of the Month should be elected because the extra and the WOW things he/she is doing rather than what he/she is expected to do. 我们应该谨记的是: 月度优秀员工的选择标准不是尽到预期本份, 而是另外作出令人称赞的举动。