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INTRODUCTION:

- To outline the expectation of the company in terms of Key Personnel behavior on and off duty.
- The conduct of all employees is important; however the conduct of Key Personnel is crucial since they are setting an example to the staff they manage.
- 概述公司对上班和下班时关键人员行为的期望。
- 虽然所有员工的行为都很重要，但关键人员的行为至关重要，因为他们为管理的员工树立了榜样。

All XYZ Hotels are expected to produce a Key Personnel Code of Conduct incorporating the areas mentioned in this statement of policy.

要求所有酒店均制定“关键人员行为准则”，在本政策声明中提到的地区贯彻执行。

The Code of Conduct must be issued to each new Key Personnel upon appointment or promotion.

任命或晋升每个新的关键人员时，必须向其签发“行为准则”。


No exceptions should be made when the Code of Conduct is contravened, in such cases an entitlement may be withdrawn from that particular individual.

对违反行为准则的不宜按下不为例处理，在这种情况下，可以撤消特定个人的应享权利。

POLICY

政策声明

1. XYZ Hotels & Resorts believes in managing with integrity. Managers should set the highest possible example with regard to conduct, honesty, reliability and standard of work.
信仰诚信管理。经理们应树立尽可能高的行为、诚实、可靠和工作标准的榜样。
2. Since Key Personnel are often authorized to use the leisure, recreation and Food & Beverage facilities of the hotel in which they work, they are expected to act remembering at all times they are an officer of the company.
由于关键人员往往有权使用其工作酒店的休闲、娱乐和餐饮设施，所有公司希望他们能够时刻谨记，自己是公司的高级人员。
3. All Key personnel when on duty will dress professionally and formally displaying the highest possible standards of hygiene and grooming. Guest contact Department Heads are required to wear a name badge. The same standard of grooming as per the house rules applies.
所有当班的关键人员要穿着职业化，并正式展示最高标准的个人卫生和仪容仪表。与客人接触的部门主管必须佩戴名牌。仪容仪表标准与内务守则规定相同。
4. Off duty personnel are expected to dress smartly when using authorized guest facilities.
下班人员使用核准的客用设施时要求穿着得体。
5. Key Personnel should be aware of where they are when discussing company business or internal problems. Internal issues should not be discussed if guests are within earshot.
关键人员在讨论公司业务或内部问题时应当意识到自己所处的场合，不宜在客人听觉所及的范围内讨论内部问题。

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6. Key Personnel must not be given higher priority over guests. Service staff may feel awkward about asking their manager to wait, therefore the onus lies with management to emphasize to staff that the guest comes first. Key Personnel are expected to apply common sense by not requesting space if an outlet is obviously busy.
不得优先照顾关键人员，然后再考虑客人。服务员可能会因要求他们的经理等待而觉得尴尬，因此管理部门有责任向员工强调宾客至上的经营宗旨。若营业点明显很忙，希望关键人员自觉退让。
7. Alcohol should not be consumed on duty unless entertaining when moderation is expected. Under no circumstances should Key Personnel be seen under the influence of alcohol on hotel premises, on or off-duty.
除非要求适度应酬，值班时不宜饮酒。在任何情况下，关键人员都不宜在上/下班时在酒店营业场所饮酒。
8. The main hotel entrance may be used by Key Personnel A and B only but the staff entrance should be used when collecting or delivering personal laundry.
只有A类和B类关键人员可使用酒店主入口，但取送个人洗衣时应使用员工通道。
9. All personal entertainment or consumption of Food & Beverage outside duty meals must be paid for or signed to the individual's City Ledger prior to departure. All City Ledger accounts should be settled in full at the end of each month.
除工作餐外的所有个人娱乐或餐饮消费费用，必须在离店前支付或在个人挂帐上签名。所有挂帐账目应在每月月底全部结算。
10. Guest rooms may not be used by Key Personnel who work late unless specific approval is received by the General Manager.
除非收到总经理的特别批准,工作到很晚的关键人员不得使用客房。
11. Gifts which may be construed as a bribe or a corrupt reward may not be accepted from suppliers or guests.
不能从供应商或客人那儿接受可能视为行贿或受贿的礼品。
12. All absence from duty except normal off-days is to be approved by the General Manager or Department Head.
除正常休息日外的所有缺勤，须经总经理或部门主管批准。