	<b>RESOURCE LIBRARY STRUCTURE &amp; ORGANISATION Job Description</b>	<i>CODE:</i> 02.04.112
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 4

<b><u>Title:</u></b> 职位	<b>Driver</b> 司机
<b><u>Department:</u></b> 部门	<b>Front Office / Concierge</b> 前厅部 / 礼宾部
<b><u>Hierarchy:</u></b> 汇报对象	<b>Concierge Manager</b> 礼宾经理
<b><u>Direct Subordinates:</u></b> 直接下属	<b>N/A</b> 无
<b><u>Indirect Subordinates:</u></b> 非直接下属	<b>N/A</b> 无
<b><u>Category:</u></b> 级别	<b>L7</b> 7级

### **Scope / 职能范围:**

- To ensure a quick, professional and friendly assistance to all our guests and to provide them with all the services related to the transportation section.  
确保为宾客提供最快速、专业及友好的与交通运输方面相关的服务。
- To ensure the safe transportation of the guests, crew and groups as assigned applying the safety and security policies & procedures of the company and the local regulations.  
确保宾客的交通运输安全，全体乘务员必须遵守公司安全保障规定及当地管理规定。

### **Responsibilities and Obligations / 职责及义务:**

- Drives the hotel buses, vans and cars as requested by the Concierge Manager.  
需按照礼宾经理的要求驾驶酒店巴士、货车及轿车
- Assists in loading and unloading of guest luggage in a smooth and efficient manner.  
快捷高效的帮助宾客装卸行李并注意行李安全。
- Maintains a perfect communication with the Concierge and Front Office departments to ensure check in and checkout steps related to transportation are perfectly performed.  
与礼宾部和前厅部保持流畅的沟通，确保非常好的完成与入住和退房有关的接送服务。
- Ensures that guests are greeted (by name when available) and offered assistance at all times.  
向宾客致意问候（如可能以名称呼）并始终为其提供协助。
- Refers guest complaints to direct supervisor.  
向直接上级报告宾客投诉。
- Complies with the hotel's health, safety and hygiene policies and procedures.  
遵守酒店健康，安全以及卫生政策及程序。
- Maintains an up to date knowledge of the hotel and local services, supplies information and responds to guest queries.  
掌握并了解最新的酒店及本地服务信息，为宾客提供信息咨询服务。
- Promotes hotel facilities and services for business whenever possible.  
无论何时都应尽可能地推广酒店设施及服务。
- Keeps track of all city's geographical changes and street closures.



RESOURCE LIBRARY  
STRUCTURE & ORGANISATION  
Job Description

CODE: 02.04.112

EDITION: 1


PAGE 2 OF 4

随时掌握本市的道路交通变化及管制情况。

- Applies BHI policies and procedures and service standards related to guest transportation.  
遵守巴伐利亚酒店管理集团政策、程序和接送宾客相关的服务标准。
- Ensures that road safety rules and local regulations and are applied during driving.  
在驾驶过程中遵守道路交通规定和当地法规。
- Ensures that guests are transferred comfortably and safely.  
确保宾客旅途舒适及安全。
- Maintains and services hotel vehicles, obtaining licenses as required.  
维护和保养酒店车辆，及车辆相关证件的办理和年检。
- Maintains valid all related documents for the vehicles and keeps record of car registration and services required.  
确保各类车辆文件的有效性并对车辆注册以及用车情况进行记录。
- Keeps accurate records of vehicle maintenance and usage in accordance with hotels established policy and maintains an accurate log book and reports daily activity.  
根据酒店既有政策记录车辆的养护及使用，并报告日程活动。
- Collects and delivers mails as directed by Concierge Manager.  
根据礼宾部经理的要求收集并派发信笺包裹。
- Documents all deliveries and collections carried out.  
汇总记录文档递交上级。
- Ensures that the vehicles are kept clean, tidy and in a good working condition at all times  
确保车辆始终保持整洁并且处于良好的工作状态。
- Reports all damages and accidents to the Concierge Manager immediately.  
向礼宾部经理报告所有的损坏及事故。
- Makes a thorough follow-up on maintenance work.  
就维护工作进行跟进。
- Ensures that pick-ups and drop-offs are punctual.  
确保接机和送车服务准时准点。
- Checks for valuables left over by guests at all times and report found items to Concierge Manager and Lost and Found.  
随时检查宾客遗留的贵重物品并将发现的物品向礼宾部经理报告并至于物品招领处。
- Establishes, promotes and maintains good public relations while meeting or exceeding guest expectations.  
在满足或超越宾客要求时建立，促进并维系良好的公共关系。
- Maintains regular and effective liaison with other departments.  
与其它部门保持日程有效的联络。
- Assists doormen and bellboys when needed.  
在需要的时候协助门僮以及行李生的工作。
- Co-operates in the performance of any reasonable task requested by the management.  
执行来自管理人员分配的合理工作任务。
- Adheres to all hotel policies and procedures.  
遵守所有酒店政策和程序。

**Security, Safety and Health/保障，安全及健康：**

- Maintains high confidentiality in regards to guest privacy.  
关于客人隐私，保持高度机密性。

	<b>RESOURCE LIBRARY STRUCTURE &amp; ORGANISATION Job Description</b>	<i>CODE:</i> 02.04.112
		<i>EDITION:</i> 1
		<i>PAGE</i> 3 OF 4

- Reports any suspicious behaviour of guests and staff to the General Manager and Security.  
如遇客人或员工有任何可疑行为，及时向总经理及安保部门反映。
- Notifies housekeeper regarding lost and found objects.  
遇到任何遗失物品，及时告知客房部。
- Ensures that all potential and real hazards are reported appropriately immediately.  
适时及时地报告任何潜在或真实的危险。
- Fully understands the hotel's fire, emergency, and bomb procedures.  
熟知酒店火灾，紧急情况以及爆炸疏散预案。
- Follows emergency procedures to provide for the security and safety of guests and employees.  
遵守所有紧急疏散预案，以保证客人及员工安全。
- Works in a safe manner that does not harm or injure self or others.  
以文明安全的方式工作，避免伤及自身及他人。
- Anticipates possible and probable hazards and conditions and notifies the Manager.  
预见可能的危险或情况，并及时告知管理人员。
- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.  
保持最佳个人卫生，着装，仪容仪表，肢体语言状态及行为。

### **Competencies / 能力要求:**

- Good command of Mandarin.  
普通话标准
- One year experience in 5\* hotels  
拥有1年以上5星级酒店工作经验
- A valid driving license (bus, car)  
持有驾照（巴士、轿车）

### **Interrelations / 相互关系:**

Liaises with other members of the team and all sections of the uniform services department to ensure smooth operation and develops effective relationships with guests.  
与团队其他成员及所有服务部门保持沟通，确保正常运营，与客人保持良好的关系。


### **Work Conditions / 工作条件:**

Regular hours with extra times occasionally.  
正常工作时间，偶尔有加班

Date : \_\_\_\_\_  
日期

Reviewed By : \_\_\_\_\_  
审核人

Approved By : \_\_\_\_\_  
审批人

	<b>RESOURCE LIBRARY STRUCTURE &amp; ORGANISATION Job Description</b>	<i>CODE:</i> 02.04.112
		<i>EDITION:</i> 1
		<i>PAGE</i> 4 OF 4

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