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Title:

职位

Butler

管家

Department:

部门

Housekeeping

管家部

Hierarchy:

汇报对象

Executive Housekeeper

行政管家

Direct Subordinates:

直属下级

N/A

不适用

Indirect Subordinates:

非直属下级

N/A

不适用

Category:

级别

L6

6级

Scope/职责范围:

Responsibilities and Obligations/职责和义务:

- To provide a personalized service to the guest of the Presidential suites of the Hotel from arrival through departure.
为酒店总统套房顾客提供入住至离店全程个性化服务。
- To get all the information such as the arrival date/time of the guest, special requests and be ready prior to his/her arrival.
在顾客到达之前，获得所有信息，例如顾客的到达日期、/时间、特殊要求等。
- To answer to all guest queries and requests using guest names at every opportunity in order to achieve optimum guest satisfaction.
每次回答顾客询问和要求时称呼顾客的名字，以赢得顾客的最佳满意度，。
- To manage the day to day operation in these suites to achieve the optimum quality level of service.
负责套房的日常事务，以达到最佳服务质量。
- To supervise and maintain cleanliness of the rooms, corridors and service areas of both Presidential suites.
监督并维护总统套房房间、走廊及服务区域的整洁。
- To conducts inspection of all guestrooms of the suites and ensure that they are maintained to IC standards.
检查套房的所有客房，并确保其维护质量达到IC标准。
- To conduct the turndown in the guest rooms during the afternoon as IC standard.
依照IC标准，组织客房下午的夜床服务。
- To deliver promptly all incoming mail, parcels, clothes belonging to the guest and also his/her food and/or beverage orders.
及时递送顾客的邮件、包裹、衣物，以及他/她的餐饮订单。
- To ensure that all operating equipment is well maintained and in proper functional order.
确保所有操作设备得到良好的维护，所有功能均能正常使用。




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- To report all maintenance requests to engineering and do follow up to ensure that the work is carried out.
向工程部报告维修需求，并跟进维修进度，确保维修工作的实施。
- To be responsible for issuing special items requested by the guest and maintain a record of requested items.
负责发放并记录顾客要求的特殊物品。
- To ensure that safety and security standards are maintained and report any hazards or unusual behavior that occurs during the day and night.
确保安全和安保达到标准，并报告全天的隐患或不正常行为。
- To be aware of emergency procedures, such as fire, evacuation and bomb threat.
了解应急程序，例如火灾、紧急疏散和炸弹威胁。
- To control and analyze, on an on-going basis, the level of the following:
不间断对以下事项进行管理及分析：
 - a. Quality level and presentation of food and beverage
餐饮的质量以及品相。
 - b. Service standards.
服务标准。
 - c. Condition and cleanness of the equipment.
设备的运作状况及清洁度。
 - d. Guest satisfaction.
宾客满意度。
- To establish and maintain effective employee and inter-departmental working relationships.
建立并维持有效的员工以及部门工作关系。
- To liaise closely, throughout the whole day, with Housekeeping, Laundry, Engineering and Food & Beverage departments, to establish a smooth operation.
与管家部，洗衣房，工程师及餐饮部保持日常联系，确保正常的运转。
- To maintain an updated operating manual for the Butler Service division.
随时更新管家服务部操作手册。
- To create and control with the butler team an accurate logbook with guest history file and guest positive and negative comments.
与管家团队建立并管理准确的工作日志，记录宾客历史记录，以及来自宾客的正面以及负面评论。
- To keep up date guest history file on PMS through guest relations division.
通过宾客关系部在前台系统中对宾客历史档案进行更新。
- To get guest history file from sister hotels for more information.
从兄弟酒店获得更多的顾客历史文件。
- To participate in daily briefings with the other butlers to obtain optimal results.
同其他管家一同参加日常简报，以获得最优结果。
- To lead and participate in service as necessary in accordance with the requirements and practices of this division.
依照部门的要求和实际情况，领导并参与必要的服务。
- To maintain appropriate standard conduct, dress, hygiene, uniforms, appearance and posture and that my name badge is worn at all times.
维持恰当的行为，穿着、卫生、制服、仪表及姿势标准，始终佩戴名牌。

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- To ensure sufficient supply of crockery, cutlery, dry and wet goods at all times.
确保餐饮器皿、餐具、干物及湿物等始终供应充足。
- To handle administrative work and keep updated files on the following Butler Service matters:
处理行政工作并保持更新以下有关管家服务事项相关文件：
 - a. Standards
标准
 - b. Training
培训
 - c. Operating equipment manual and inventory
设备操作手册和盘点
 - d. Maintenance matters
维修事项
 - e. Meetings
会议
 - f. Guest history file
顾客档案
 - g. Miscellaneous
其它零碎事项
- To assist the Executive Housekeeper and Room Service Coordinator or his/her delegate in setting Butler Service goals and developing strategies, procedures and policies.
帮助行政管家和客房服务协调员或他/她的代理人制定管家服务目标和发展战略、程序和政策。
- To monitor the stocks of all the Food & Beverage material and equipment and ensure that service requirements are met.
监管所有餐饮材料和设备的库存，确保能够满足服务需求。
- To promote in house facilities through up-selling methods; be familiar with any on-going events in the hotel. And to provide all information pertaining to local places of interest, restaurants and various other information likely to be of interest to the hotel guest.
通过追加方式促销酒店内的设施，熟悉酒店当下所有活动。为所有酒店顾客提供其可能感兴趣的当地名胜古迹、餐厅以及其他信息。
- To handle guest complaints and report them to Management in a short time. To ensure that all queries and problems are dealt with a satisfactory manner. To do follow up on corrective action.
处理所有顾客投诉，并在短时间内向管理层汇报，确保投诉通过令人满意的方式被处理，并跟进纠正措施。
- To ensure the delivery of amenities for guest arrival and the replenishing during his/her stay [V4 & V5 levels].
在宾客抵店是，确保客房备品的及时递送，并在其居停期间及时进行补充。
- To monitor and control all operating equipment of Butler Service.
监督并管理管家服务部所有操作设备。
- To keep aware of trends, systems, practices and equipment in food and beverage through trade literature, hotel shows and site visits.
通过贸易文献、酒店节目以及实地考察，了解餐饮流行趋势，系统，操作以及设备革新情况。。

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- To implement the hotel policies and procedures including but not limited to:
实施酒店政策和程序，包括但不限于以下内容：
 - a. In house rules and regulations
店内规章制度
 - b. Health and safety
健康和安全
 - c. Lost & found procedure
失物招领程序
 - d. Grooming
仪表
 - e. Quality
质量
 - f. Service
服务
 - g. Hygiene and cleanliness
卫生和清洁
- To assist in identifying training needs. To assist and attend departmental meetings and training sessions as required by management。
协助了解培训需求。根据管理者要求协助并参加部门会议及培训。
- To ensure a proper hand over is carried out before leaving the premises.
换班前确保正确的交接。
- To display discretion and honesty towards guests.
在顾客面前始终表现的谨慎和诚实。
- To perform related duties and special projects as assigned.
履行相关职责及被委派 的特殊项目。

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。
- Reports any suspicious behavior 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.
遵循应急程序以确保客人和员工的安全。
- 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.
预见可能的危险和情况，并及时告知经理。

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- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.
保持最佳的个人卫生，着装，仪容仪表，肢体语言及行为。

Competencies/能力要求:

- Good command of English and 2 other languages
能够熟练使用英语和其他两种语言。
- Five years experience in 5* hotels.
5年5星级酒店的工作经验。
- Good knowledge of Microsoft Excel, Word, Outlook.
熟练使用Excel, Word, Outlook等办公软件。

Interrelations/互相联系:

Liaises with all departments to ensure smooth operation and develops effective relationships with guests, business partners.
与其它所有部门联系，确保酒店的正常运营，与宾客以及商业伙伴建立有效关系。

Work Conditions/工作条件:

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

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。



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Employee Signature
员工签字

Date
日期