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<u>Title:</u> 职位	Office Coordinator 办公室协调员
<u>Department:</u> 部门	Housekeeping 管家部
<u>Hierarchy:</u> 汇报对象	Reporting to Executive Housekeeper 行政管家
<u>Direct Subordinates:</u> 直属下级	Room Attendant & Public Area Cleaners 客房服务员和公共区域清洁工
<u>Indirect Subordinates:</u> 非直属下级	N/A 不适用
<u>Category:</u> 级别	L6 6级

Scope/职责范围:

- Follows up, all guest requests and needs, which are phoned through the Housekeeping Office.
跟进来自宾客通过电话向客房服务中心提出的相关要求及需求。
- Organize the Housekeeping store, file, and records of the lost and found articles.
管理管家部仓库，文件以及失物招领记录。
- Responsible for ordering, issuing and controlling. Housekeeping guest amenities and supplies.
负责订购、发放和控制客房客用备品及物资。

Responsibilities and Obligations/责任和义务:

- Make weekly request for the Housekeeping supplies and guest room amenities.
每周申请客房设施及物资供应。
- Follow up supplies from the general store and inform the House keeper of the not available items.
跟进总仓库的物资供应，并及时告知客房管家短缺物资。
- Issues the Guest supplies and amenities to the floors according to the request made, but control that there is no abuse in quantities ordered.
根据要求向各楼层发放客用物次以及备品，确保无滥用及浪费。
- Received all incoming items from the receiving store.
收取来自收货仓库的即将到达物资。
- Answer guest calls and records all request in the logbook, follow up the request to the concerned supervisor.
接听顾客电话并在工作日志上记录顾客要求，并就宾客要求向相关主管人员跟进。
- Relieves the Linen room staff whenever necessary.
必要时接替布草房员工的工作。
- Responsible for the issuing of special items such as iron and board, prayer mat, etc... log and must ensure the items returned back.
负责发放特殊物品，例如熨斗和熨衣板、跪垫等，进行记录并确保这些物品按时归还。

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- Records on a daily basis all lost and found items in the lost and found logbook and hand over to the next shift.
在失物招领簿上记录每天的失物招领物品，并在交班时转交给下一个当班人员。
- Prepare and disperse Lost and Found items in the lost and found to the finders, if they are not claimed.
将无人认领的物品发放给拾物人。
- Attends Training sessions and advice Housekeeping staff of their training schedule.
参加培训会议并将培训时间表通知给管家部员工。
- Know the Fire, Safety and Security procedure of the Hotel.
熟悉酒店的火灾、安全、和保障程序。
- Performs other duties as required from time to time by the Executive Housekeeper.
履行行政管家指派的其他职责。

Security, Safety and Health/保障、安全和健康:

- Maintains high confidentiality in regards to guest privacy.
关于客人隐私，保持高度机密性。
- Reports any suspicious 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，肢体语言及行为。

Competencies/能力要求:

- Must worked on the same position at least 1 year
在相同职位至少工作一年
- Must have a good telephone skills
必须有良好的电话沟通技巧。
- High School Certificate
高中毕业证
- Background in Telephone skill and Guest Courtesy
有电话沟通技巧并懂得顾客礼仪。
- Good knowledge of Microsoft Excel, Word, Outlook.

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熟练使用Excel, Word, Outlook。

Interrelations/互相联系:

Liaises with all departments to ensure smooth operation and develops effective relationships with guests, business partners, local community, local authorities and intermediaries in order to create optimal business opportunities and community relations for the hotel.

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、当地社区、政府和中介机构建立有效关系，为酒店创造最佳商机和社区关系。

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。

Employee Signature
员工签字

Date
日期