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<u>Title:</u> 职位	Laundry Supervisor 洗衣房主管
<u>Department:</u> 部门	Laundry 洗衣房
<u>Hierarchy:</u> 汇报对象	Laundry Manager 洗衣房经理
<u>Direct Subordinates:</u> 直属下级	N/A 不适用
<u>Indirect Subordinates:</u> 非直属下级	Washerman, Laundry Helper, Order Taker, Valet Runner 洗衣房员工、帮工、接单员、洗衣配送员 Handpressman, Steam Pressman, Linen Sorter, Marker / Sorter 熨衣工（手持式熨烫）、熨衣工（蒸汽式熨烫）、布草房员工、标记分类员 Dry Cleaner, Folder, Laundry Order Taker 干洗工、折衣工
<u>Category:</u> 级别	L5 5级

Scope/职责范围:

- Enhance the productivity of the laundry department
提高洗衣房的工作效率。
- Ensure customer satisfaction and smooth operation of the department.
保证顾客满意度一及洗衣房的正常运转。
- Assist the Laundry manager to monitors departmental control systems to ensure that costs are controlled and the product quality standards are maintained.
协助洗衣房经理监管部门控制系统，确保控制成本及维护产品质量标准。
- To ensure that work climate is in compliance with the company policies and procedures and maintaining and developing the skills and knowledge of the related staff.
确保按公司的政策和程序工作，维护并发展相关职员的知识与技能。

Responsibilities and Obligations/责任和义务:

- Handles the guest and house laundry as per the policies & procedures and service standards.
根据政策程序及服务标准，处理好客人及店内洗衣工作。
- Ensures that standards and procedures and implemented are adhere to improve work performance.
确保遵守标准和程序以及执行和实施以提高工作效率。
- Issues maintenance orders and follow up with the Engineering Department on preventive maintenance and repair orders.
提交维护申请，并跟进工程部预防性维护及维修申请的进程。
- Organizes production schedules to meet the requirements of the various departments.
制定生产计划表，以满足不同部门的需求。
- Implement new methods and procedures and issues necessary orders to correct shortcomings.
采用新的方法和程序并提出必要的申请改善不足。




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- Assist in inventories, orders and controls supplies.
盘点库存，订购并管理物资供应。
- Ensures that the Laundry personnel are knowledgeable about the Hotel's services and facilities.
确保所有洗衣房员工了解酒店服务及设施。
- Ensures that scheduling of the employee review of vacation and public holiday balance of all his staff and delivers a monthly consolidated summary to the Personnel Manager.
确保平衡员工假期和公休，并向人事经理提供当月汇总表。
- Meets with the Laundry Manager to keep her/him informed on current situation.
与洗衣房经理会面，并告知现状。
- Ensures that the responsibilities of the different sections of the Laundry Departments are implemented accordingly.
确保洗衣房的不同部门完成其相应的岗位职责。
- Monitors the Laundry department quality service and ensures conformity to the company operating standards, procedures and local regulations in order to achieve customer satisfaction and to preserve the hotel quality standards.
监督洗衣房的服务质量，确保服务遵守酒店运营标准，程序以及当地法规，以确保宾客满意度并维持酒店质量标准。
- Participate in training the staff in each section effectively trained as per the company policies and procedures in order to meet and exceed the customer's expectation of services. Establishes training programs in relation with the training manager.
参加确保洗衣房各部门的所有员工根据酒店政策程序接受有效培训，以保证服务满足并超越客人的期望。与培训经理同共设定培训方案
- Recommend the training needs of the department, directs and supervises Laundry staff and takes corrective action when performance is not satisfactory.
介绍部门培训需求，培训，指导，管理洗衣房员工，并在其工作表现不尽如人意时进行纠正。
- Taking corrective action to prevent recurrence and convert the guest into a repeated customer.
采取纠正措施避免错误情况再次发生，并将客人转变为回头客
- Maintains a close coordination with guest contact departments in order to reach the highest level of operational performance.
与直接接触客人的部门保持良好的协调关系，以达到最佳业绩。
- Conducts a monthly departmental meeting where the staff could express them selves and give new ideas for the operation.
组织召开月度部门会议，供员工表达想法，为部门运作纳入新思想。
- Attends communication meetings and follows up on matter discussed.
参加沟通会，并就会上提出的问题跟进。
- Keeps open lines of communications with sister and competitive hotels in the area.
与兄弟酒店以及当地竞争酒店保持沟通。
- Ensures that all tasks of the different sections of the Laundry departments are implemented by the staff as per the policies and procedures of the hotel.
确保洗衣房各部门员工在完成工作时，遵守酒店政策程序。
- Assist in controlling over costs in the Laundry departments such as overtime, linen damages, detergents etc...
辅助管理洗衣房的运营费用，如加班，布草破损，洗涤剂等。
- Participate in preparing of the annual budget, forecasts, replacements and investments planning and capital projects.


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参与准备年度预算，预测，替换及投资计划及资本项目。

- Ensures the Laundry areas are maintained in excellent condition and cleanliness.
确保洗衣房区域保持良好的状态和清洁等级。
- Ensure regular purchase and flow of supplies and to keep a close supervision on Laundry storeroom inventories.
确保日常的采购及物资供应，密切监督洗衣房仓库库存情况。
- Ensures that the department is effectively staffed and motivated to consistently deliver high levels of guest service.
确保洗衣房人员合理配置，激励员工始终为顾客提供高品质服务。
- Applies the standards of appearance and hygiene on all staff.
所有员工必须遵守酒店仪容仪表及卫生标准。
- Institutes safety measures and regularly inspects all areas.
建立安全措施，并对所有区域进行定期检查。
- Ensures all staff is thoroughly familiar with the Hotel's emergency procedures and implements emergency procedures when requested.
确保所有员工均熟悉酒店应急程序，并在被要求的情况下遵守应急程序。
- Knows and applies all corporate and local Operational Standards as well as local authorities requests and ensure they are implemented.
了解并遵守酒店管理集团及酒店运营标准，当局的政策要求。
- Assists all subordinates in the accomplishment of their job description.
帮助下级员工履行其岗位职责。
- Follow up the standards of cleanliness for areas under his / her control.
跟进权限范围内区域的卫生清洁标准
- Supervises and arranges the taking of physical inventories at the frequency determined by Management.
根据上级管理层要求的频率，监督并安排仓库盘点工作。

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.

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- 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:

- Good command of English and 2 other languages
熟练掌握英语以及另外两语言。
- 1 – 2 years experience working in hotels.
有1-2年的酒店工作经验
- Good knowledge of Microsoft Excel, Word, Outlook.
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、当地社区和中介机构建立有效关系，为酒店创最佳商机和社区关系。

Work Conditions/工作环境:

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