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**Title:**

职位

**Laundry Helper**

洗衣房帮工

**Department:**

部门

**Laundry**

洗衣房

**Hierarchy:**

汇报对象

**Reporting to Laundry Manager**

向洗衣房经理报告

**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

L7

7级

**Scope/职能范围:**

- Consistently perform and deliver the highest standards of product and service.  
提供始终如一的高品质产品及服务。
- Responsible in washing and using the correct method of washing as directed. To be able to assist the pressman and sorter in their off days.  
使用正确的方法进行布草洗涤。在熨衣员及分类员休息时兼代其工作。
- Promote a professional and positive image to all of our guests and contribute to the hotels targets.  
为宾客留下专业及积极向上的印象，实现酒店目标。
- Maintain Work Environment; Maintain Services and Operations, Customer Service, Personnel Practices, Administration. Training and Development of the Team, Achieve Personal Development.  
维护工作环境，提供宾客服务，运送并分发布草，维护并归还布草，建立有效的工作关系及制定个人发展计划。

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

- Ensures that all machines are in good working condition.  
确保所有设备处于良好的工作状态。
- Ensures that linens, towels and guest items are sorted according to quality and colors.  
确保根据面料及颜色对所有布草，毛巾，宾客物品进行区分。
- Ensures that washing items are place appropriately in the washing machine and dose with the amount of laundry chemicals.  
确保所有物品在相应的洗衣机内洗涤，并添加对应量的洗涤剂。
- Unload the washed items and checked if the items are needs to dry, hand over the washed items to the pressman for processes sing the items.  
取出完成洗涤的物品，并检查物品是否需要晾干，将物品流转至熨烫工处完成熨烫。
- Ensure that the laundry chemicals are use economically.  
环保地使用洗涤用剂。
- Informed the immediate superior of any maintenance of the machine needed.



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在发现设备需要维护时，向直接上级报告。

- Ensure the areas of work are keep tidy and neat.  
确保工作区域始终保持整洁和干净。
- Reports any damages in the assigned work section and fill out maintenance request form.  
及时报告工作过程中发生的物品损坏，并填写维护申请表。
- Ensure that all received calls for guest laundry pick up are registered in the logbook  
确保将所有接听到的客衣收取电话登记在册。
- Ensure that the pick up procedure is handled in 10 minutes after the received call  
确保在接听电话以后10分钟后接收客衣。
- Deliveries of guest laundry are checked and comply with order and delivery documentation  
根据客衣接单以及运送标准流程检查运送的客衣。
- Any discrepancies are identified and reported to the appropriate person  
一旦发现布草异样，及时向相应的人报告
- Delivery of laundry is controlled after receiving from the laundry and delivered to the guest rooms as per policy and procedure  
确保在从洗衣房收到衣物后根据政策流程送至客房内。
- Preparing and recording of laundry bills  
准备并记录洗衣单
- To perform any other duties as required by the management  
完成上级管理人员安排的其它工作。
- New staff are familiarized and inducted into the workplace according to Hotel and department standards  
跟据酒店以及部门标准，帮助新员工熟悉工作环境。
- Attend training sessions.  
参加各类培训。
- Perform on the job training with all the employees.  
与所有员工参加在岗培训。
- Control the safe usage of machines and chemicals.  
管理机器及药剂安全使用。
- Performs other duties assigned by the Housekeeper or his/her designate.  
完成管家或者其代理人员安排的其它工作任务。
- Know the Fire and Safety procedure of the Hotel.  
了解酒店消防及安全程序。
- Ensure that no wastage in the guest supplies and guest amenities.  
确保宾客用品及客房备品无浪费。
- Assist in the inventory of Linen, SOE and FFE.  
协助布草，小型运营物设备以及固定资产的盘点。
- To ensure the proper handling of equipment and preventive maintenance of the machine is carried out.  
确保设备的正确使用，以及日常维护。

**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，要保持高机密性。

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- 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.  
适时及时的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，避免伤及自身及它人。
- 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/能力范围:**

- Must worked on the same position at least 1 year  
同样岗位至少一年工作经验
- High School Certificate  
高中学历
- Must have knowledge of Guest Courtesy  
有宾客礼仪知识
- Extensive experience in operating HK machines  
管家部器械操作经验。

### **Interrelations/相互联系:**

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，商业伙伴，当地社区，当局以及各类媒介建议有效的关系，为酒店创造商业机会和社区关系。

### **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

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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