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|  | <b>RESOURCE LIBRARY<br/>STRUCTURE &amp; ORGANISATION<br/>Job Description</b> | <i>CODE:</i> 02.04.266 |
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**Title:**

职位

**Washer man**

洗衣工

**Department:**

部门

**Housekeeping**

管家部

**Hierarchy:**

汇报对象

**Reporting to Laundry Manager**

洗衣房经理

**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/职责范围:**

- Consistently perform and deliver the highest standards of product and service.  
始终提供最高标准的产品及服务。
- Responsible in washing and using the correct method of washing as directed.  
根据指导负责清洗并使用正确的清洗方法。
- Promote a professional and positive image to all of our guests and contribute to the hotels targets.  
向顾客展示专业并积极形象，为实现酒店的目标做贡献。
- 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、维护服务和操作、顾客服务、人员操作、管理。培训并发展团队、获得个人的发展。

**Responsibilities and Obligations/职责和义务:**


- 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, uniforms and guest items are sorted according to quality and colors.  
确保根据质地和颜色对布草、毛巾、制服和顾客物品进行分类。
- Ensures that washing items are placed appropriately in the washing machine and dose with the amount of laundry chemicals.  
确保将清洗的物品正确地放置于清洗设备中，并放入定量的洗衣药品。
- Unload the washed items and checked if the items are needs to dry, hand over the washed items to the pressman for processing the items.  
卸下清洗物品，并检查清洗物品是否需要甩干，将清洗的物品交给熨衣人员进行处理。
- Ensure that the laundry chemicals are use economically.  
确保洗涤药剂的节约使用。
- Informed the immediate superior of any maintenance of the machine needed.  
向直接上级汇报任何的设备维修需求。

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- Ensure the areas of work are keep tidy and neat.  
确保工作区域的干净整洁。
- Reports any damages in the assigned work section and fill out maintenance request form.  
汇报指定工作区域的任何损坏，并填写维修申请表。
- New staff are familiarized and inducted into the workplace according to Hotel and department standards.  
根据酒店和部门的标准引导新员工熟悉工作区域。
- Attend training sessions.  
参加培训会议。
- Perform on the job training with all the employees.  
组织所有员工在岗培训。
- Controls the safe use of machines and chemicals.  
对设备和化学品的安全使用进行管理。
- Performs other duties assigned by the Housekeeper or his/her designate.  
执行行政管家或其代理人指派的其他职责。
- Know the Fire and Safety procedure of the Hotel.  
了解酒店的火灾及安全程序。
- To ensure that no wastage in the guest supplies and guest amenities.  
确保顾客供应品和顾客设施无浪费。
- To assist in the inventory of Linen, SOE. and FFE.  
辅助盘点布草、小型运作设备和 固定资产及低值易耗品。
- To ensure the proper handling of equipment and preventive maintenance of the machine is carried out.  
正确操作设备并定期维修机器设备。

### **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 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:**

- Must worked on the same position at least 2 year  
在同一岗位至少2年工作经验
- High School Certificate  
高中毕业
- Must have knowledge of Guest Courtesy  
熟知顾客礼
- Extensive experience in operating HK machines  
具备丰富的客房设备操作有经验

**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，商业伙伴，当地社区，当局以及各类媒介建立有效的关系，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

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

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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