**Assistant Executive Housekeeper行政副管家**

**Job Description 职位描述**

**A. POSITION IDENTIFICATION 职位识别**

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| --- | --- | --- | --- |
| **Job Title:**  **职位** | Assistant Executive Housekeeper  行政副管家 | | |
| **Job Grade:**  **级别** | 3  3 | **No of Staff supervised directly:**  **直接管理下属** | 5 5 |
| **Department:**  **部门** | Housekeeping 客房部 | **No of staff supervised indirectly:**  **非直接管理下属** | NA NA |
| **Job Purpose:**  **工作目的** | Assists the Executive Housekeeper in directing, controlling and coordinating all housekeeping  Activities ensuring that the hotel’s financial and guest expectation objectives are met.  指导、管理和协调所有客房工作，确保酒店收益增长并达到客人的期望。 | | |

**B. REPORTING RELATIONSHIP 汇报关系**

Executive Housekeeper

行政管家

Assistant Executive Housekeeper

行政副管家

**C. KEY RESULT AREAS关键领域**

1. Directs and controls all subordinate housekeeping staff to ensure that all day to day operational matters are handled on time and guest expectations are met

指导和管理所有客房部下属员工，确保每天的运营工作得到准时的处理，并且达到客人的期望。

1. Co-ordinates with front office to ensure that rooms are serviced according to guest requirements, and vacant rooms are cleaned for new arrivals

配合前台，确保按客人的要求来提供房间服务，并且为新进店的客人清洁好空房。

1. Conducts frequent checks of villas, public areas and back of house areas ensuring service procedures, standards of cleanliness and hygiene, repair and maintenance employee grooming, and manning levels are in order and takes appropriate action where necessary.

经常开展检查房间，公共区域和后勤区域，确保服务程序，清洁及卫生标准，维修保养，员工培训，和员

工级别都井然有序，并在需要的地方采取适当的措施。

1. Assists in overseeing the laundry, uniform room, gardening department and mini bar ensuring that procedures are accurately followed and are as per hotel standards

检查洗衣房，制服房，园丁部和小酒吧，确保所有步骤都是正确的并且是按照酒店的标准来操作的。

1. Assists in inventory control, purchasing, and disbursement for all aspects of housekeeping operations

帮助控制客房部运营各方面的盘点，采购和发放。

1. Assists in monitoring the standard of work carried out by contractors engaged by the hotel to ensure it meets the agreed quality

监控酒店同意的承包商工作开展的标准，确保工程达到协定的质量。

1. Assists in administering the hotel’s lost and found system

管理酒店的遗留物系统。

1. Assists in the preparation of duty rosters, vacation planning and scheduling and public holiday scheduling.

负责值班，休假计划和日程安排和公共假安排。

1. Assists in the selection training and evaluation of subordinate employees

负责下级员工的挑选培训和评估。

1. Coaches, counsels, disciplines and develops subordinate employees

指导，劝诫，惩罚和发展下级员工。

1. **GENERAL（总体概述）**
2. Contributes to the morale and team spirit of the hotel by maintaining effective relationships with colleagues.

和同事保持有影响力的关系，致力于酒店的凝聚力和团队精神的建设。

1. Performs additional duties as directed by supervisors.

按上级的指导完成其它的职责。

1. Makes appropriate suggestions and recommendations to supervisors for the general improvement of the hotel.

给上级提出提高整个酒店的合理意见和建议。

1. Is fully conversant with all health and safety, fire and emergency procedures.

相当熟悉所有的健康，安全，火和突发事件的处理程序。

1. Maintains a high standard of personal hygiene, dress, uniform, and body language.

保持高标准的个人卫生，衣服，制服和手势语。

1. Is polite and professional in any situation where the image or regulation of the hotel is represented.

酒店的形象和制度中有提到的， 在任何情况下都有礼貌和表现得专业。

1. Attends meetings and training as required by supervisors.

按上级的要求参加会议和培训。

1. Ensures that all activities are carried out honestly, ethically, and within the parameters of local Law.

确保诚实，符合伦理地开展活动，并且在当地法规允许范围内。

1. **PERFORMANCE EVALUATION CRITERIA表现评估标准**

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| --- |
| * To ensure the laundry & dry cleaning actual Y-T-D revenue is 5% above last year through all kinds of ways.   通过各种方法把全年洗衣收入比去年提高5%。 |
| * To ensure the HSKP headcount .labor cost. Energy cost and operation cost are under budget.   确保客房成本控制在预算以内。 |
| * To assign associates for more training to improve their capability and skills.   安排员工参加更多的培训及发展，提高他们的能力和技巧。 |
| * To ensure the Y-T-D rooms GSI & ASI score achieves standard (light green).   确保客房全年客人和员工的满意度达到标准。 |
| * To ensure the HK Internal and External Audit Score achieves standard.   确保内外审计分数各项达标。 |

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**B. PERSONAL SPECIFICATION 个人要求**

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| --- | --- | --- | --- |
| Job knowledge工作知识 | 1. Years of related experience  经验年限 | | 3 to 7 years  3-7年 |
| 2. Education/qualifications  教育/资格 | | High school plus technical certificate or diploma or above  高中和技术证书或学位证书或更高级证 |
| Basic work skill基本工作技能 | 1. Good English language skills. 良好的英语技巧 2. Strong organizational skills. 很强的组织技巧   Ability to lead, motivate and develop a team of individuals. 领导，激发和发展一个单独团队的能力   1. Detailed knowledge of working practices of housekeeping. 客房工作的详细知识 2. Strong administrative skills. 很强的管理技巧 3. Ability to cope with pressure. 竞争能力 | | |
| Good job skills良好的工作技能 | Good English language skills.良好的英语语言技巧  Ability to work a personal computer. 个人工作的电脑能力  Capable of preparing reports and presentations in English. 能用英语准备陈述报告  Knowledge of local language, and any additional languages.当地语言知识和任何其它的语言。  Proven track record in hotel of similar standard in similar capacity. 已核实的在相似水平相似级别的酒店记录。 | | |
| Basic requests基本要求（兴趣） | 1. In possession of essential faculties 综合条件符合 2. Strong stamina 旺盛的精力 3. Pleasant physical appearance 舒适的外表 | | |
| **Independence skill**  **自立能力** | Makes decisions within policy. Is required to perform proactively however assistance is available 在政策允许范围内作决定。在协助的同时要求自主性。 | | |
| Thinking capacity思考能力 | Type of Thinking  思维方式 | Difficult - may face difficult situations that require modifications of methods or techniques. 困难- 可能会遇到困难的局面，要求改变方式方法。 | |
| Communication or nature skills沟通或本质技能 | 1.**Communication skills**  沟通 技能 | Good interpersonal skills required. Interacts mainly with colleagues and occasionally with guests具备良好的人际关系。主要是与同事之间，有时也是与客人之间 | |
| 2. language skills  语言技能 | 1. Deals and negotiates in local and English 2. 能用当地语言和英语进行交涉和协商。 | |

1. **CONFIRMATION OF EMPLOYMENT REQUIREMENTS聘用要求及确认标准**
2. Proficiency in role at required level. 具备职务所要求的熟练。
3. Conversant with relevant emergency procedures. 熟悉紧急事务的程序。
4. Knowledge of relevant rules and regulations. 具备相关规则条例的指示。
5. Knowledge of company, hotel, and its environment. 具备公司，酒店及其环境的知识。
6. Knowledge of relevant safety and security procedures. 具备安全知识。
7. Knowledge of relevant guest satisfaction standards.具备客人满意标准的知识。
8. English language requirements met or exceeded. 英语必须满足或超过要求。