**Front Office Manager前厅部经理**

**Job Description 职位描述**

1. **POSITION IDENTIFICATION 职位识别**

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| **Job Title:**  **职位** | Front Office Manager  前厅部经理 | | |
| **Job Grade:**  **级别** | 4  4 | No of Staff supervised directly:  直接管理下属 | **2**  2 |
| **Department:**  **部门** | Front Office Department  前厅部 | No of staff supervised indirectly:  非直接管理下属 | 18  18 |
| **Job Purpose:**  **工作目的** | Direct, control and co-ordinate all Front Office operations to provide efficient, prompt, proactive and courteous services, thereby ensuring the hotel achieves its financial and guest satisfaction objectives.  监管，控制和协调所有前厅部运营事务，以便提供高效，快捷，有前瞻性和谦恭的服务，这样能确保酒店能达到获利指标并给予满足客人的期望。 | | |

1. **REPORTING RELATIONSHIP 工作汇报关系**

Executive Assistant Manager

行政助理经理

Front Office Manager

前厅部经理

Assistant Front Office Manager

前厅部副经理

1. **KEY RESULT AREAS 主要工作职责**

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| 1. Directs and co-ordinates all subordinate Front Office staff to ensure that all day to day operational matters are handled on time and guest expectations are met.   监管和协调所有前厅下属员工，确保每日运营事务及时的处理并且达到客人期望。   1. Co-ordinates with housekeeping to ensure that rooms were serviced according to guest requirements and those vacant rooms are cleaned according to arrival schedules.   协调客房部以确保所有客人的房间要求得到满足，进店房在进店前是干净的。   1. Control the availability of rooms, room types, accuracy of room count and rate categories together with Direct of Rooms   与客务部经理一起控制待用房间、房间类型，确认房间数量与房价类别。   1. Maximize occupancy, revenue and average rate while maintaining high service standards.   在维持高标准服務水平前提下尽量提高客房出租率、客房收益、平均房价。   1. Controls the maintenance and updating of guest history files and disbursement of relevant information ensuring guest requests and preferences are implement whenever possible.   控制保存和更新客施资料和相关的支出以确保客人需求和喜好在任何时候都可以得到满足。 |

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| 1. Be aware of all establishment credit policies and procedures.   清楚明确地建立信用政策和程序。   1. Approve upgrades and special amenities   批准升级和特别贈品。   1. Co-ordinates the procedures involved in guest recognition programs including VIPs   协调相关确认客人的程序，包括VIP客人。   1. Adhere to complimentary room’s procedure.   坚持免费房程序。   1. Ensure Front Office personnel handle guest registration efficiently, promptly and courteously.   确保前厅部员工高效、快速、礼貌地处理客人登记。   1. Conduct guest room inspections together with the Executive Housekeeper   与行政管家一起查房。   1. Responsible for handling of reservations when reservation office is closed   负责处理预订部下班后的预订   1. Responsible for the compilation of statistics for Front Office and the provision of reports relation to that area   负责前厅部资料和其它相关报告编制。   1. Set up systems to capture guest feedback and present to management on a regular basis   建立顾客反馈系统，定期向上级汇报。   1. Oversees the library, ensuring adequate supply of books, magazines, newspapers, videos, CDs and games as well as the Business Centre operation.   全面控制图书馆，确保书、杂志、报纸、录像，CD和游戏等和商务中心的运营。   1. Ensures accurate and up to date information is available including tours and sightseeing, and implements booking procedures   确保准确和及时的信息，包括旅游和观光，以及相关预定情况。   1. Ensures that all guest billing procedures are handled correctly, minimizing rebates   确保所有客人的账目都正确，并且最小化扣减。   1. Liaises with the transportation company to ensure efficient guest transfers.   与交通公司协调已确保客人高效的交通。   1. Liaises with Sales Offices and Reservation Offices to maximize business opportunities and ensure efficient handling of room reservations.   与销售和预订协调，以确保商业机会最大化和高效的处理房间预订。   1. Prepares, monitors and controls the hotel’s annual Front Office budget   准备、监管和控制酒店前厅每年的预算。   1. Maintain efficient administration within the department preparing and submitting operational reports on time   在部门内部维护高效的行政管理，按时准备和递交运营报表。   1. Ensures that employees are selected, trained, evaluated, and rewarded in compliance with existing employee management systems   确保员工的选拔，培训，评估和奖励在员工管理系统内。   1. Coaches, counsels, disciplines and develops subordinate employees   培训，鼓励，劝诫和发展下属员工。   1. To maintain all records for the purpose of legal and governmental purposes.   保证各种记录符合法律及政府的规定。   1. Observe the Labor Law.   遵守劳动法有关规定。 |

1. **GENERAL 概述**

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| 1. Contributes to the morale and team spirit of the hotel by maintaining effective relationships with colleagues.   通过保持有效的同事关系为酒店贡献工作热情和团队精神   1. Performs additional duties as directed by Executive Assistant Manager.   通过行政助理经理的引导履行额外职责.   1. Makes appropriate suggestions and recommendations to supervisors for the general improvement of the hotel.   为了酒店总体上的提高, 做出合适的建议和推荐.   1. Is fully conversant with all health and safety, fire and emergency procedures.   全面的熟悉健康安全, 消防和应急程序.   1. Maintains a high standard of personal hygiene, dress, uniform, and body language.   个人卫生, 衣着, 制服和身体语言都能保持高标准   1. Is polite and professional in any situation where the image or regulation of the hotel is represent.   在任何情形下, 酒店的形象和规章被展现得专业而彬彬有礼   1. Attends meetings and training as required by EAM.   根据执行助理经理的要求出席会议和参加培训   1. Ensures that all activities are carried out honestly, ethically, and within the parameters of local Law.   确保所有的活动能公正, 合理合法的开展   1. Interacts with guests actively soliciting feedback   与客人互动，积极请求客人回馈。 |

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

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| 1. Quantity and nature of guest comments and complaints客人的意见和投诉的数量和性质。 2. Staff training and development员工培训和发展 3. Departmental expenditure vs. budget部门支出和预算 4. Provision of timely and accurate information. 及时的供应和准确的信息。 5. Achievement of the goals and objectives of the outlet目标和目的完成情况 6. Individual performance vs. hotel standards个人行为和酒店的标准 |

**Job Specification 职位要求**

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1. **PERSONAL SPECIFICATION个人能力描述**

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| **Job Knowledge**  **工作知识** | 1. Years of related experience  相关工作经验的年数 | | Min. 3 years working experience required in Front Office operations in managerial position  至少三年以上前厅部运行管理工作经验 |
|  | 2. Education/qualifications  教育/资质 | | College degree plus technical certificate of diploma or above  大学学历或以上学历外加相关证书 |
| **Essential Job Skills**  **基本工作技能** | 1. Excellent English language skills   优秀的英语技能   1. Fluency in one or more additional languages apart from English   一种或多种除英语外的其他流利的语言   1. Good customer relations skills   良好的与客人沟通技能   1. Positive outgoing personality   积极的开朗的外向型的个性   1. Good knowledge of finance and credit policy   良好的财务知识，熟悉相关信用政策   1. Ability to lead, motivate and develop a team of individuals 2. 领导团队的每个人，积极学习，发展自我的能力 3. Professional training skills and knowledge.   专业的培训技能 | | |
| **Desirable Job Skills**  **期望工作技能** | 1. Working knowledge of Front Office practices   前台工作经验   1. Ability to work a computer   熟练掌握电脑操作   1. Office administration skills   办公行政管理技能   1. Well organized 2. 良好的组织能力 3. Proven track record in similar capacity in hotel of similar standard in Asia/Pacific   被证明有在亚太区同等酒店同等职位的记录 | | |
| **Physical Requirements**  **身体要求** | 1. Strong stamina   精力充沛   1. Pleasant physical appearance 2. 愉悦的外表 3. In possession of essential faculties.   健全的机能 | | |
| **Level of Independence**  **独立水平** | 1. Makes decisions within policy. Be required to perform independently and proactively without strong guidance.   在政策内做决定。在没有指引的状况下，能独立并有前摄性工作 | | |
| **Level of Thinking**  **思考水平** | Type of Thinking  思考类型 | Adaptive- Uses previous experience to provide effective solutions to challenges.  适应性-通过之前的经验用高效的方式化解挑战 | |
| **Communication/**  **Interpersonal skills** | 1. Skill level   技能水平 | Excellent interpersonal skills required. Interacts mainly with colleagues, occasionally with guests.  良好的人际交往能力。和同事间互动, 偶尔也和客人 | |
|  | 1. Language Skills   语言技能 | Deals or negotiates principally in English. Fluency in additional languages a prerequisite.  用英文进行交流或谈话。说话流利，包括用本地语言和其他语言 | |

1. **CONFIRMATION OF EMPLOYMENT REQUIREMENTS 表现评估标准**

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| • Proficiency in role at required level熟练的角色必须水平  • Conversant with relevant emergency procedures熟悉相关的应急程序  • Knowledge of relevant rules and regulations相关规章制度的知识  • Knowledge of the company, hotel, and its environment公司，酒店及环境知识  • Knowledge of relevant safety and security procedures相关安全保险知识  • Knowledge of relevant guest interaction procedures相关的客人满意标准知识  • Knowledge of training procedures培训规程的知识  • Language requirements met or exceeded达到英语要求能力或超越 |