



HONG KONG HOTELS ASSOCIATION
香港酒店業協會

酒店業入職指南
HOTEL CAREER GUIDE



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THE WORLD AT YOUR DOORSTEP

A hotel is a microcosm of the wider society in which we live. The task of managing, administering and operating a hotel calls for all of the skills and disciplines we would expect to find in the world at large. Most of all, it calls for the skill of working with people; anticipating what they want and knowing how best to provide for their needs with a strong service attitude.

A hotel brings the world to your doorstep. Through its doors come travelers from all countries, all customs and all creeds, embracing a greater diversity of humanity than can be found in any other working environment.

You could be one of the privileged people to enjoy the challenging experience of working in a hotel. Whatever your abilities and aspirations, there is a career for you to pursue in hotel service, provided you are determined to give your best and get the most out of what you give. Hotel service offers you a wide range of options, from accounting to engineering, public relations to housekeeping, gourmet cuisine to guest reception.

Whatever niche you choose, you will find that the will to serve is – in itself – not enough. You will require training, and the good thing about it is that, in most cases, the training is not academic, but is obtained on the job, which will help you gain experience at the same time. Hotels will provide on the job training that enables you to learn, to improve, to develop and to work your way up through a rewarding and successful career path.

If you demonstrate that you possess the personality, the aptitude and the will to succeed, you will have the world at your fingertips when you choose a career in the hotel industry, no further away than a menu card, or the other side of a reception counter. In a hotel, the world seeks you out for the high standards of excellence you achieve.

世界就在你門前

酒店其實是社會的一個縮影。經營和管理酒店與立足社會一樣需要多方面的技能和修養。更重要的是它需要有與人共事的技巧、與顧客心理的體會及優良的服務態度去滿足他們。

酒店更能將世界各地的人帶到你門前，使你有機會接觸到來自世界各地的旅客、不同國度的風俗和文化及體現較其他工作更多姿多采的生活。

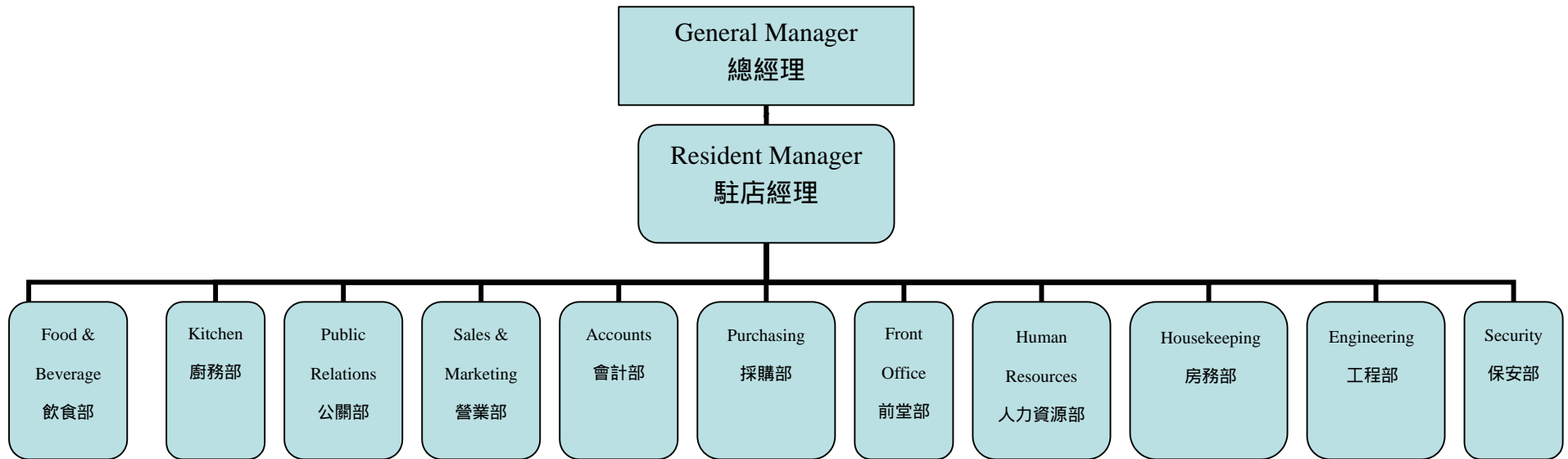
酒店的工作是富有挑戰性和多元化的，我們更歡迎你加入此行列以體驗箇中樂趣。只要你決意盡己所長和努力進取，酒店工作總有一門適合你，讓你發展你的才華，由會計至工程，由公關到房務，由廚藝到款客，任由你選擇。

不管你選擇的是哪一門，你會發覺除了樂於為客人服務外，還需要接受適當的培訓。酒店培訓計劃，並非單純是從書本上找學問，它還需要實踐。從實務中學習，將可同時增添工作經驗。酒店會為員工提供完善的在職培訓及其它進修的機會，讓你在專業路上，不斷學習、發展與晉升。

若你擁有適當的個性、思想、進取心，而又決定選擇投身於酒店業，則世界將盡現於你門前。而在酒店這一行業裡，表現卓越的人將到處受歡迎。

HOTEL ORGANISATION CHART

酒店部門架構



侍應生 (Food & Beverage Waiter / Waitress)

- 營業前準備一切用具及餐檯擺設
Prepare all tableware and set up tables before opening hours
- 招呼酒吧或餐廳之賓客
Serve guests in bar and dining area
- 替賓客落單並同時介紹及推薦菜式或飲品
Take orders and make recommendations about food and drinks
- 為賓客安排及奉上食物及飲品
Serve food and drinks to guests
- 協助賓客結帳及歡送他們
Assist guests in billing matters and bid farewell



晉升機會

Promotion Opportunity

飲食部經理

Food & Beverage Manager

飲食部副經理

Assistant Food & Beverage Manager

餐廳經理

Restaurant Manager

總領班

Head Waiter / Waitress

副總領班

Assistant Head Waiter / Waitress

部長

Captain

侍應生

Waiter / Waitress

見習侍應生

Trainee

廚師 (Cook)

- 負責做好營業前一切準備工作
Responsible for all kitchen preparation work before opening hours
- 依照已訂之規格處理及製備各款食品
Follow proper instructions in handling and preparing all food items
- 記錄及審核廚房物品之供應
Record and keep track of all kitchen supplies
- 保持廚房潔淨
Keep all kitchen areas clean
- 工作崗位可能在大廚房、凍肉房、餅房、扒房、中廚房，或咖啡室廚房
Working area may be located in Main Kitchen, Butchery area, Bakery, Grill Kitchen, Chinese Kitchen or Coffee Shop Kitchen



晉升機會

Promotion Opportunity

行政總廚

Executive Chef

總廚

Sous Chef

廚師

Cook

學廚

Apprentice Cook

房務員 (Room Attendant)

- 負責清潔客房
Responsible for cleaning guest rooms
- 按指示供應客房之床單、毛巾及所需物品
Provide in-room necessities to guests
- 客房內之設備如有損壞，立即通知有關部門修理
Responsible for informing concerned departments of any defects or damages in guest rooms
- 盡其職責幫助及解答賓客疑問
Handle guest enquiries



晉升機會

Promotion Opportunity

行政管家

Executive Housekeeper

助理管家

Assistant Housekeeper

總領班

Head Supervisor

房務領班

Floor Supervisor

房務員

Room Attendant

行李員 (Bell Attendant)

- 當賓客入住或離開酒店時，有禮貌地款待賓客及搬運行李
Welcome and bid farewell to guests and assist them with their baggage
- 替賓客安排交通工具
Make transportation arrangement for guests
- 替賓客郵寄信件、包裹及將報刊送到客房中
Deliver incoming guests' letters, messages, parcels; newspapers and magazines to guest rooms
- 為賓客存放行李
Assist guests with their baggage storage needs
- 為賓客介紹酒店之各種設備
Introduce hotel facilities to guests
- 應付賓客提出之要求並解釋有關疑問
Handle guest enquiries



晉升機會

Promotion Opportunity

禮賓司
Chief Concierge

行李總管
Bell Supervisor

行李長
Bell Captain

行李員
Bell Attendant

接待員 (Front Desk Clerk)

- 負責款待及處理賓客入住及離開酒店程序
Welcome guests and handle check-in and check-out procedure
- 作訂房記錄及分配客房
Responsible for reservations and room allocation
- 接聽電話，傳遞口訊及幫助賓客解決疑問
Answer telephone calls, convey messages and handle guest enquiries
- 處理帳單
Assist guests with billing matters



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Promotion Opportunity

大堂經理

Front Office Manager

大堂副經理

Assistant Front Office Manager

副經理

Assistant Manager

款接部主任

Front Desk Supervisor

款接員

Front Desk Clerk

電話接線生 (Telephone Operator)

- 負責處理酒店內外電話接駁服務
Connect all in-house and outside telephone calls
- 傳遞口訊及提供早上喚醒服務
Convey messages to guests and provide morning call service
- 幫助賓客解決疑問
Handle guest enquires
- 負責處理電話及有關帳單
Handle telephone and other relevant bills



晉升機會

Promotion Opportunity

電話接線經理

Telephone Services Manager

電話接線主任

Telephone Services Supervisor

電話接線生

Telephone Operator

LOOK At This

醫療福利
Medical Scheme

廣結人緣
Meet Many Faces

公積金及退休福利
Provident Fund &
Retirement Scheme

教育及培訓
Education &
Training

誠意獻給你
Especially
for **YOU**

表現才華
Show Your
Competence

花紅
Gratuity
有新假期
Paid Leave
膳食
Duty Meal

發展事業
Career
Development

員工康樂活動
Staff Activities

Are you Qualified?

你能勝任嗎?

Personality

- Pleasant & Courteous
- Helpful
- Adaptable
- Decisive
- With a sense of humour

Appearance

- Presentable
- With Friendly Smile

Education & Skills

- Form 3 Standard or Above
- Vocational Training Preferred
- Good Spoken English / Putonghua
- Ability to speak another language would be an advantage

性格

- 友善及有禮
- 樂於助人
- 易於適應各種工作環境
- 思考敏捷
- 富幽默感

儀表

- 大方得體
- 笑容可掬

學歷及技能

- 中三程度或以上
- 有專業訓練為尚
- 良好英語 / 普通話
- 能操其他外語更佳

How can you be one of us?

There are many ways! To name a few:

- Through recruitment advertisements published in Chinese and English newspapers / magazines / internet.
- Send resume directly to hotel.
- Apply in person at Human Resources Department of respective hotel to obtain and complete application form for vacancies available.
- Obtain professional training or tertiary education prior to joining the industry.
- Attend recruitment activities organized by government and other educational institutions / media.

We all look forward to welcoming you to the industry!

如何成為酒店業的一份子?

閣下如欲投身酒店行業，可透過下列途徑：

- 留意刊登於各大中、英文報章、雜誌、互聯網上的招聘廣告。
- 將個人履歷直接寄往酒店人力資源部。
- 親自前往酒店人力資源部查詢及索取職位申請表。
- 接受專業訓練及專上教育亦是投身酒店業的另一途徑。
- 參加政府或有關機構主辦的招聘活動，亦可獲得所需的資料。

我們誠意歡迎你加入酒店業行列！

“ **Courtesy** ” - an English Conversation Training Guide for the Hospitality Industry, which is designed for hospitality staff who wish to improve their communication in English, is available for sale at the Hong Kong Hotels Association at HK\$120.00 each.

有志投身酒店行業及欲加強英文語言能力者，歡迎蒞臨本會購買「**禮貌用語**」英語培訓參考書。每本售價為港幣一百二十元正。