

2005/06 Manpower Survey on the Hotel IndustryHotel Industry (Job Description for Principal Jobs)

(Some of the job titles may not be identical to those used in your establishment. But if the job nature is similar, please treat them as the same and supply the required information in the questionnaire.)

HOTEL INDUSTRY

Code No.	Job Title	Job Description
ADMINISTRATION AND GENERAL MANAGEMENT DEPARTMENT		
<u>Managerial and Professional Level</u>		
101	General Manager	Assumes the total responsibility of managing a hospitality establishment, usually with other managers/executives as direct subordinates. Implements the company's policies with a view to achieving their objectives.
102	Resident Manager/ Executive Assistant Manager/Director of Operations	Takes charge of the daily operations and management of the hotel.
<u>Supervisory and Technician Level</u>		
248	Flower Shop Manager or Supervisor/Kiosk Shop Manager or Supervisor/Cake Shop Manager or Supervisor/Gift Shop Manager or Supervisor	In charge of the operation of the Flower Shop, and/or Kiosk, Cake Shop and Gift Shop.
250	Health Club or Spa Manager or Supervisor	In Charge of the operation of the Health Club and Spa.

Code No.	Job Title	Job Description
<u>Operative Level</u>		
418	Staff of Kiosk Shop/Flower Shop Staff/Cake Shop Staff/Minor Supporting Staff	Supporting staff to the operations of kiosk, flower shop, and cake shop.
419	Health Club/Spa/Gym Attendant, Beauty Therapist, Masseur or masseuse, Swimming Pool Attendant/ Life Guard and related supporting Staff	Supporting staff to the operations of health club, gym and spa.
<u>Administrative and Others Level</u>		
501	Executive Secretary/ Secretary/Personal Assistant/Admin. Assistant/ Admin. Officer/Executive Assistant	Takes dictation and transcribes letters, reports and memos; answers telephone, screens calls and takes messages; prepares replies to routine enquiries, maintains daily calendar and appointment schedules and receives personal callers, takes meeting minutes and maintain filing system; provides administrative supports.
503	Typist/Office Assistant/ Messenger/Runner	Performs stenographic and related secretarial duties; handles odd jobs and despatch errands for the general office.

Code No.	Job Title	Job Description
PERSONNEL AND TRAINING DEPARTMENT		
<u>Managerial and Professional Level</u>		
103	Director of Personnel and Training/Director of Human Resources/Personnel and Training Manager/Human Resources Manager	Establishes general personnel policies and adheres to labour laws; oversees staff recruitment, selection and replacement; assists Department Heads in scheduling staff vacation; strengthens employee relations with special incentive and activity programmes; handles staff grievances; prepares staff magazine; works with operation analyst in staff control, involve in staff development, assist Department Heads on scheduling staff vacation; plans and implements effective personnel management and training procedures for all levels of staff; co-ordinates and controls internal and external training; advises management on personnel/training and management development trends; acts as course leader in specific training programmes; provides counselling for employees; determines the effectiveness of personnel and training activities.
104	Personnel Manager/Training Manager	Duties include employment, training and development, performance appraisal, salary administration, employee relations, safety procedures, medical and other benefits; co-ordinates and controls internal and external training; advises management on training and management development trends; acts as course leader in specific training programmes.

Supervisory and Technician Level

Code No.	Job Title	Job Description
201	Personnel Officer/Human Resources Officer/Training Officer/Compensation and Benefits Officer/Employee Relations Officer	Recruits, interviews and hires employees for the hotels; counsels, transfers and dismisses employees based on supervisors' appraisal; counsels and advises Department Heads regarding personnel problems; trains new or existing employees; performs periodic reviews on trainees' progress and recommends actions based on appraisals; maintains supplies of training materials; participates in discussions regarding the adoption of new or improved training methods and/or materials, co-ordinates and controls internal and external training, advises management on training and management development trends, acts as course leader in specific training programs.
<u>Administrative and Others Level</u>		
504	Personnel Assistant/Training Assistant/Personnel Clerk/Training Clerk/Human Resources Assistant	Supporting staff to the operations of the Personnel, Training and Human Resources Departments; provides clerical supports to these departments on day-to-day basis.
ACCOUNTS DEPARTMENT		
<u>Managerial and Professional Level</u>		
105	Financial Controller/ Chief Accountant/ Director of Finance	Controls budgets and expenditure, company financial policies and procedures, contracts and licences, senior executive personnel records and fringe benefits; manages cash flow, loan and money charger; supervises the credit department, general accounting, cashier, income audit, costing sections and hotel kiosk; co-ordinates with purchasing department.
106	Materials Manager/ Procurement Manager/ Purchasing Manager	Manages and directs the sourcing and procurement activities of the hotel; liaise with clients and other departments in developing procurement specifications; negotiates and takes quotations from selective purveyors; makes budget-approved requisitions; submits monthly operation reports to senior management.
107	EDP Manager/Computer	Responsible for all the computer processing

Code No.	Job Title	Job Description
	Systems Manager/ Information Systems Service Manager	including functions such as office automation, information resources and telecommunication. Takes charge of long range planning and operations. Analyses how EDP can be applied to specific user problems, and designs EDP solutions.
108	Food and Beverage Cost Controller/Cost Controller	Supervises cost control and inventory taking; reviews purchase requests for food and beverage; provides management with information regarding operational costs; prepares forecasts and analysis on all cost reports; makes random inspections on all supplies to the hotel.
<u>Supervisory and Technician Level</u>		
202	Accounts Supervisors (e.g. accounts payable, receivable, inventory, audit, credit, paymaster, general cashier, head cashier, food and beverage cashier supervisor, food and beverage cashier, front office cashier supervisor)	Accounting duties which include the following: Audit and process the payments of all of the hotel's disbursements; prepare expense analysis and other reports on suppliers' invoices and monthly statements; keep proper record of all amounts due to the hotel on a timely basis; compute all travel agents commissions payable; control and balance all advance deposits; response to account disputes and queries; prepare the monthly accounts receivable report; keep all records relating to payroll; prepares and remits payroll reports; compiles all tax returns; trains all food and beverage/front office cashiers; issues guest checks daily to all F & B/front office cashiers and follows-up on missing checks, picks up cashiers' daily reports at the close of each shift; arranges cashiers for other special functions; records all food and beverage sales at the time of meal and remits charges timely to the front office for posting to the ledge by the front office cashier; prepares cashier's daily report.

Code No.	Job Title	Job Description
203	Credit Manager	Follows up overdue accounts; controls the credit card system of the hotel; liaises with accounts receivable supervisor on account disputes; liaises with credit managers of other hotels on bad account and skipper lists; conducts credit investigation and justifies extension of credit to hotel guests, travel agents and their customers.
204	Assistant Controller/ Assistant Purchasing Manager	Assist controller on daily financial operations; assists the purchasing manager in the controls of purchase and stock of commodities for sale or internal consumption according to the demand of various departments in the hotel.
205	Chief Store Supervisor/ Store Supervisor	Performs routine store-keeping; supervises storekeepers; be responsible for record routines in storerooms; maintains a stock and places purchase requests for regular replenishment.
206	Income Auditor/Night Auditor	Performs checking on hotel's total income revenue and other checking related to revenue; summarizes checking on daily basis; produces daily revenue report.
207	EDP Supervisor/ System Analyst	Defines problems; reviews methods and evaluates alternative solutions to business problems; constructs information and logic flow-charts; prepares procedural block diagrams; designs input forms and reports specifications; makes comparative cost analyses when necessary, and recommends required organizational improvements.

Operative Level

Code No.	Job Title	Job Description
401	Systems Support Operator/ EDP Operator/ Computer Operator/ Web Designer	Operates and controls data processing equipment; enters prepared data source into data entry machine; records data on card, magnetic tape and disk; despatches computer print-outs to users; helps design/update company web site and supports all on-line services to customers, if available.
<u>Administrative and Others Level</u>		
502	Accounting Clerk (payroll, receivable, payable, night auditing, cost control, Purchasing, store and receiving, costing)	Performs a variety of routine calculating, posting, recording, filing and typing duties in Accounts department; assists in cost control and inventory taking; makes random inspections on all supplies for the outlet; checks all merchandise entering the hotel and their proper documentation, maintains per stocks in storeroom.
SALES AND MARKETING DIVISION		
<u>Managerial and Professional Level</u>		
109	Director of Marketing/ Director of Sales/ Director of Promotions	Compiles marketing plan; establishes policy on rates, discounts; submits annual sales and marketing budget; co-ordinates public relations activities relating to special promotions; decides on targets for business solicitation; plans, organises, directs and controls the hotel's sales promotion and sales rates, develops local and overseas sales contacts regarding group and convention activities.
110	Director of Public Relations/ Public Relations Manager/ Director of Communications	Responsible for publicity campaigns of special events and promotion in the hotel; liaises with the press and entertainment media; writes and edits all materials for in-house promotions; handles photo captions, news stories and magazine features of the hotel for press release locally and internationally; work closely with food and beverage manager regarding special promotion; liaises with in-house guests and writes daily guest letters; prepares annual advertising budget.

Code No.	Job Title	Job Description
111	Marketing Manager/ Sales Manager/ Convention Manager/ Catering Sales Manager/ Event Manager	Plans, organizes, directs and controls the hotel's marketing functions; reviews market and sales analysis to determine local and overseas market requirements; co-ordinates public relations activities relating to sales promotion; chairs the daily briefing of Sales Department, controls the Sales/Clients System. Submits a monthly sales report, solicits for group and convention business; conducts sales campaign and contacts all visiting travel trade and business personnel; co-ordinates with Front Office Manager on short-term forecasting.
<u>Supervisory and Technician Level</u>		
208	Account Executive/ Sales Executive/ Marketing Officer/ Group Sales Co-ordinator	Develops new accounts and additional business by regularly calling on potential clients, obtains marketing information, follows referrals from clients and competition; follows up on future booking and attends to complaints; completes weekly call reports.
209	Public Relations Officer	Helps implement publicity campaigns of special events and promotions in the hotel; co-ordinates with the press and entertainment media and all PR related functions as instructed by PRM or the PR management team.
210	Printshop Supervisor/Art Director/Designer/Layout Artist	Supervises printing room staff; familiar with the operation of duplicating machines for printing office memos and in-house publications; manages and administers the planning of art and photographic budgets on the hotel's promotional publication; designs creative works to meet the marketing objectives of the hotel.
<u>Operative Level</u>		
402	Draftsman/Photographer/ Printshop Staff	Prepares artworks for in-house promotions and special events according to directions of management; takes social pictures for hotel functions; provides limited photographic services for guests and management; produces hard and photographic screen stencils and prepares and operates printing equipment and machinery; sets up and operates letterpress machines for the hotels' publications and promotional materials.

Code No.	Job Title	Job Description
FRONT OFFICE		
<u>Managerial and Professional Level</u>		
112	Director of Security/Security Manager/Chief Security Officer	Monitors the Security Department on all security aspects to ensure a safe environment for both internal staff and hotel guests; informs Department Heads concerned of any necessary procedures on internal security matters; liaises with the police, arranges staff safety training, fire drill tests, and security screening of new employees; investigates all incidents and thefts within the hotel.
113	Director of Front Office/ Front Office Manager	Monitors room occupancy forecasts on 3-days, weekly and monthly basis; advises with management and sales staff on reservation status, forecasts and tariffs; determines rate structure for daily pick-up; supervises room rates offered; spot checks VIP guest rooms; ensures and supervises all departments, housekeeping, accounts, security, engineering, and F & B work cohesively together.
114	Director of Rooms Division/ Rooms Division Manager	Supervises the front office, concierge, telephone, housekeeping, laundry, flower shop and kiosk shop operations and those other duties assigned by the management; co-ordinates with the Sales and Marketing Division regarding reservation status; liaises with Housekeeping and Engineering Departments on renovation programmes and room blockage for repair and maintenance; conducts training for staff.
<u>Supervisory and Technician Level</u>		
211	Airport Manager/Chief Airport Representative	Supervises the hotel's airport representatives, liaises with other hotels' representatives at the airport, keeps close contact with the Concierge Department regarding VIP and group arrivals; liaises with airline staff and the hotel reservation centre at the airport.

Code No.	Job Title	Job Description
212	Assistant Front Office Manager/Front Desk Manager/Reception Manager/Assistant Manager/Duty Manager/Guest Service Manager/Business Centre Manager/Executive Services Manager/Executive Floor Manager/Service Apartment Manager/Night Manager	Spot checks VIP guest rooms; greets and entertains VIP guests; co-ordinates with the Sales and Marketing Division regarding reservation status; acceptance of personal cheque and travel vouchers; records all unusual incidents or complaints in duty logbook; greets and assists all VIPs during their stay; receives and screens guests for management; maintains close liaison with security department to investigate incidents or thefts in hotel; supervises guest relation officers; carries master key of hotel and pager while on duty; solves any problems and complaints from guests regarding room reservations; checks arrival/departure list especially VIP bookings; informs the management on special hotel guests' arrival/departure and upgrades; creates more personalized contact with executive accounts and entertains occasionally hotel guests; arranges for the general manager to meet or contact special guests upon arrival to hotel for functions and events; carries out inspection on the special attention rooms; responsible and manages the daily operation within the hotel's Business Center; up-dates master booking chart for space allocation and forecast; prepares monthly group reservations lists for sales office follow up; assists front office manager in preparing room occupancy forecasts; approves all reservation confirmation slips before they are sent out; prepares duty roster of all reservations staff; supervises handling of guest history records; informs all departments of close-out dates.
213	Chief Concierge/Concierge/Bell Superintendent	Supervises all guest baggage handling; keeps control of all items in the baggage rooms; co-ordinates with Engineering Department for proper functioning of all elevators when required; compiles duty roster of bell boys according to occupancy; co-ordinates with security and housekeeping department; arranges car services for guests.

Code No.	Job Title	Job Description
214	Bell Captain/ Bell Supervisor/ Baggage Master/ Transportation Supervisor/ Assistant Chief Concierge/ Valet Services Supervisor	Supervises guest services in the lobby area and by bell boys, assists guests with parcel packing/delivery requirement; co-ordinates with front office cashiers for collection of unpaid accounts from departing guests before their baggage leaves the hotel; arranges newspaper/guest letter distribution to guests rooms; set up signage boards according to daily event orders and group orders.
215	Reception Supervisor/ Chief Receptionist/ Chief Room Clerk/ Front Office Supervisor/ Reservations Supervisor/ Mail and Information Supervisor/Lobby Services Supervisor	Compiles duty roster for receptionists; makes appropriate room assignments for arriving guests; provides daily departure information to reservations; maintains daily room availability control by checking housekeeping reports and reports room discrepancy to duty assistant manager; advises reservations and airport representatives on current space availability; maintains updated local and hotel information for guests; handles guest enquiries; oversees the distribution of guests' mail and telex messages.
216	Reservations Manager	Updates master booking chart for space allocation and forecast; prepares monthly group reservations lists for sales office follow up; assists front office manager in preparing room occupancy forecasts; approves all reservation confirmation slips before they are sent out; prepares duty roster of all reservations staff; supervises handling of guest history records; informs all departments of close-out dates.
249	Security Supervisor	Assists in monitoring the Security Department on all security aspects to ensure a safe environment for both internal staff and hotel guests; reports to the Security Manager and supervises the operative security staff on all security related matters.
<u>Operative Level</u>		
403	Airport Representative/ Tour Co-ordinator/ Group Co-ordinator	Meets all arriving guests and arranges their transfer to the hotel, liaises with bell captain and chief room clerk regarding baggage handling and

Code No.	Job Title	Job Description
		informs about flight arrival/departure changes; liaises with all airline staff at airport and hotel reservation centre; completes group reservations and space request for approval by Director of Sales; issue group orders; provides in-house co-ordination of group arrival/departure; works closely with front office.
404	Bell Attendant/ Baggage Porter/ Door Attendant	Picks up and delivers guests' baggage in and out of the hotel; escorts guests from front desk to their rooms and introduces room facilities; runs errands for executive office; delivers newspaper/guest letter; operates guest elevators for VIP arrival, ensures flags are flying in the right position. Directs traffic and parking of vehicles at main entrance; provides door service to guests arriving and departing; orders taxis or hires car for guests upon request; summons bell boys to assist arriving guests.
405	Front Office Clerk/ Guest Service Agent/ Guest Service Officer/ Front Desk Agent/ Front Office Clerk/ Guest Relations Officer/ Business Centre Officer/ Reservation Clerk	Greets and checks in all FITs and commercial accounts and airline crews; promotes hotel facilities to guests; processes all arrival and departure records; reconfirms all local billing instructions for FIT guests; informs assistant manager of doubtful billing instructions; hands out room keys to guests; provides local information for guests; promotes in-house functions, assists front desk staff when they are busy and assists guests to check out; handles reservation requests; prepares room daily arrival lists and daily special attention/VIP lists; updates guest history records; prepares reservation/confirmation slips; prepares group arrival lists.
406	Security Officer/ Uniform Guard/ House Officer	Patrols hotel premises; conducts full enquiry on incidents occurred; ensures all items found in the hotel premises are properly recorded and kept; checks all exists and back staircases. Carries out guard duty in the shopping arcade, hotel entrances and passageway in the rear service area; provides protection to VIP guests.

Code No.	Job Title	Job Description
TELEPHONE		
<u>Supervisory and Technician Level</u>		
217	Telephone Service Manager/ Telephone Supervisor	Keeps an up-to-date information list on all in-house guests; operates the paging system; screen calls as requested by guests; supervises and compiles staff schedule according to hotel occupancy; logs daily long distance call charges and checks for billings.
<u>Operative Level</u>		
407	Telephone Operator	Processes local and overseas calls, provides wake-up service; keeps close communication between departments after office hours; provides directory service to guests; knows all hotel services and service hours; follows management instructions on emergency procedures.
HOUSEKEEPING AND LAUNDRY DEPARTMENT		
<u>Managerial and Professional Level</u>		
115	Director of Housekeeping/ Executive Housekeeper/ Housekeeping Manager	Monitors the overall departmental-related matters; submits a yearly budget for the departmental expenses on house linen, uniform and cleaning equipment; monitors and supervises on all day-to-day housekeeping activities.
<u>Supervisory and Technician Level</u>		
218	Assistant Executive Housekeeper/ Housekeeping Manager/ Head Housekeeper	Reports to Director of Housekeeping or Executive Housekeeper on day-to-day operations; conducts inventory taking and tight control of guest room and service apartment items; co-ordinates with engineering department on guest room maintenance; co-ordinates with purchasing department on market price comparison and testing of new products; liaises with front office on daily arrival/departure pattern for proper staff allocation. Supervises all laundry and valet attendants; provides training to staff.

Code No.	Job Title	Job Description
219	Housekeeping Supervisor/ Floor Supervisor/Assistant Housekeeper/ Assistant Housekeeper (Public Area)/ Public Area Supervisor/ Public Area Housekeeper/ General Area Housekeeper/ General Service Supervisor	Chairs daily briefing with all morning and afternoon duty supervisors and assign daily work schedules; spot-checks occupied and vacant guest rooms after cleaning; ensures that all public and back of the house areas are regularly sprayed by outside pest control contractor; inspects all room blocked for VIP arrivals; maintains records and storage of all lost and found items.
220	Laundry Manager/Laundry and Valet Manager/Laundry Supervisor/Dry Clean/Wash Supervisor	Provides valet service to guests; distributes linen and uniforms to other departments as required and minimizes the costs incurred in cleaning; supervises washers, pressers, linen sorters and valet attendants, provides training to junior staff to maintain quality of service to guests.

Operative Level

408	Cloakroom Attendant/ Lobby Attendant/Public Area Cleaners/Upholsterer/ Houseman/Toilet Attendant	Monitor cloakroom for hotel guests; cleans office areas, public areas and F & B outlets, cleans guest toilets; makes requisition for cleaning materials, linen, tissue rolls etc.
409	Uniform and Linen Room Attendant/Runner/Tailor/ Seamstress	Checks uniform supply; stores and controls replacement of household supplies; controls supply and distribution of all house linen; keeps up-to-date stock records; checks and repairs staff uniforms/house linen, provides service to guests when required; repairs curtains and drapes.

Code No.	Job Title	Job Description
410	Laundry and Valet Attendant/Laundry and Valet Clerk/Order Taker (Laundry)	Operates all linen finishing equipments and laundry machinery; reports to laundry manager of any machinery's malfunction; handles the daily distribution requirements for all bed and bathroom linen and monitors that linen is loaded onto bins for the housekeeping departments; maintains adequate supplies of food and beverage linen on shelves for distribution; fills requisitions after proper authorization, makes regular inspections of the quality of laundering; sorts out laundry garments from the dry clean garments; makes sure of proper identification by use of tags and tickets; checks and bags the order to be distributed by runner. Maintain records on all guest items; prepares laundry and valet bills and other routine office duties.
411	Sorter/Washer/Ironer/Presser/Checker/Dry Cleaner/Marker	Presses clothes with iron and pressing machines. Loads, cycles and unloading of all washer extractors; undertakes regular inspections of the wash cycle and keeps all equipment clean. Sorts out all bathroom and bed linen and food and beverage linen.
412	Room Attendant/Room Services Butler/Floor Attendant/Housekeeping Clerk/Order-taker/Co-ordinator (Housekeeping)	Cleans guest rooms; provides services to guests; replenishes supplies in guest rooms. Maintains records on all items such as extra linen, hair dryers required by in-house guests, prepares laundry and valet bills and other routine office duties.
FOOD AND BEVERAGE DEPARTMENT		
<u>Managerial and Professional Level</u>		
116	Executive Chef	Establishes standards of food quality and preparation; develops new menus; co-ordinates with other departments on food selection and storage; supervises performance and discipline of kitchen staff; carries out inspection and maintenance of the kitchen set-up; prepares cost lists and requisitions on market times.
118	Executive Assistant	Plans, organises, directs and controls operation of

Code No.	Job Title	Job Description
	Manager (Food and Beverage)/Director of Food and Beverage/ Food and Beverage Manager	food and beverage facilities; analyses operation costs and liaises with purchasing manager; determines payroll and operating costs so as to establish food and beverage prices; makes improvements in service procedures and guest relations; organises special food and beverage promotions and festivals; makes contacts with clients regarding functions; co-ordinates with executive chef in menu planning and staffing, studies market trends by visiting other establishments.
119	Director of Catering/ Assistant Food and Beverage Manager	Analyses operation costs and liaises with purchasing manager; determines payroll and operating costs so as to establish food and beverage prices; makes improvements in service procedures and guest relations; organises special food and beverage promotions and festivals; makes contacts with clients regarding functions; co-ordinates with executive chef in menu planning and staffing, studies market trends by visiting other establishments; assist the food and beverage manager to ensure high standards of food and service of all the food and beverage outlets.
<u>Supervisory and Technician Level</u>		
221	Catering Manager/ Banquet Manager/ Banquet Services Manager	Supervises all catering, food and beverage functions and banquet personnel; arranges necessary details in carrying out transactions for functions and other special events and negotiates terms for sales of hotel's catering services; evaluates plan for banquet sales programmes; updates banquet function log book.
222	Catering or Banquet Sales Executive/Catering or Banquet Co-ordinator	Responsible for generating food and beverage revenue for the Banquet Department and Food and Beverage outlets through creative selling and successful event co-ordinations from start to finish.

Code No.	Job Title	Job Description
223	Banquet Headwaiter/ Headwaiter/Maitre d'Hotel	Supervises and co-ordinates the work of restaurant staff; arranges table reservations; greets and escorts guests; handles complaints on food and service; may take guests' order and pass to waiters; assists in preparing menu. Follows instructions of event orders; makes necessary adjustments according to guest; schedules banquet staff for different functions.
224	Beverage Manager/ Bar Manager/Head Barman	Ensures bar is equipped with supplies and that correct liquor brands are served; maintains prescribed profit margin; supervises maintenance of bar and service equipment; prepares work schedules and checks on staff performance.
225	Restaurant Manager/ Outlet Manager/Outlet Heads (coffee shop, lobby lounge, etc.)/Room Service Manager	Provides overall supervision of the restaurant and service; advises management on all guest comments and complaints; schedules staff duties according to forecasts and special events; trains staff; maintains personalized service to guests, liaises with the executive chef in menu preparation; supervises operation of room services, makes requisitions for room services supplies.
226	Captain (Food and Beverage Department)	Takes orders from guests and delivers orders to kitchen; may carve meats and prepare flambe dishes at table; advises on the selection of wines and serves them.
227	Chief Steward/ Stewarding Manager	Co-operates with accounting department during quarterly stock-taking; ensures proper hygiene and sanitation in all areas; prepares staff work schedules; supervises requisition and storage of silver/china/glass/copper ware; checks on all kitchen equipment and utensils for cleanliness.
228	Executive Sous Chef/ Sous Chef	Develops new menus; co-ordinates with other departments on food selection and storage; prepares cost lists and requisitions on market times; assists executive chef on standards of food quality and preparation; Supervises presentation

Code No.	Job Title	Job Description
		<p>and preparation of food items for daily banquet functions; conducts staff training classes; prepares weekly work schedule; controls food and storeroom requisitions and inter-kitchen transfer.</p> <p>Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.</p>
230	Gardemanger/Chef de Partie (Cold Production)/Pastry Chef/Chef de Pâtissier/Rôtisseur/Chef de Partie (Grill)/Saucier/Chef de Partie (Sauce)	<p>Supervises preparation of all cold foods; responsible for table and food decorations; checks function sheets and menus daily for distribution of work loads to helpers; ensures that all required food items for each outlets are ready in time; keeps professional records of recipes and working methods; Supervises the bakery cooks in the preparation of all doughs, pastries, cakes, sweets, petit fours, sugar decorations and butter carvings; operates all machinery in pastry and bakery room; maintains quality standard set by executive chef; Supervises the cookery of grilled and roasted meat, poultry and game, deep-fried foods and fish, garnishing of the grills and roasts; Supervises presentation of all meats, poultry and seafood for main courses and appetizers by means of cooking; braising and pan-frying; prepares sauces of all food items and sets up daily 'mis-en-place'; checks condition of cold room and refrigerator daily.</p> <p>Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.</p>
231	Specialist Cook	Chefs in charge of special authentic cuisines other than Chinese or Western (e.g. Italian, Indian, Thai, Japanese, Korean, South East Asian (SEA) cuisines.....etc.)
232	Staff Canteen Manager/Staff Canteen Supervisor/Staff Facilities Supervisor/Employee Restaurant Supervisor	Supervises the operations and activities of the staff Cafeteria/Canteen and the maintenance of men's and ladies' locker room.
233	Wine Steward/	Pushes for beverage sales; takes care of the wine

Code No.	Job Title	Job Description
	Sommelier	and liquor stocks in the restaurant; has good knowledge of wine and advises guests on selection; serves wine at the required temperatures.

Craftsman Level

301	Baker/Pastry Cook	Prepares and designs bread and loaf for the hotel; supervises work of apprentice cook; Prepares cakes, pastry confectionery and desserts for hotel, supervises the work of apprentice cook.
302	Cook (Western)/Junior Cook (Western)	Checks daily and weekly menus; operates utensils and crockery used in kitchen; performs different types of cookery and meal preparation; checks stocks in his location in kitchen area; may specialize in sauce, soup, roast, butchery, fish, cold cut and vegetable; assist cook, and senior cook from food preparations to food orders.

Operative Level

413	Restaurant Receptionist/ Hostess	Welcomes and greets guests to their seats; takes reservations, reports guests comments to restaurant manager; keeps trace on guests history; serves guests in assigned station under a captain's supervision, prepares table setting and removes dishes; knows all menu items; keeps good guests relations and extends personalized service.
414	Junior Waiter/Junior Waitress/Bar Attendant/ Bar Porter/Service Attendant	Collects food from kitchen, cleans up table and changes linen, knows all items on menu; good understanding of the common menu items.
415	Cleaner/Dishwasher/ Kitchen Helper/Steward/ Pantry Helper/Houseman/ Yardman/General Staff (kitchen/restaurant)	Washes crockeries by hand and by machine, sweeps the floor and wipes stainless counters in kitchen; disposes garbage; cleans stove and top of exhaust fans; delivers dishes from the kitchen to the food and beverage outlets.

Code No.	Job Title	Job Description
416	Bartender/Soda Fountain Server	Follows specified drink and cocktail by free pouring jigger quantities; checks on supplies of wines and spirits; prepares daily supply requisition for bar manager's approval.

HOTEL - CHINESE RESTAURANT

Code No.	Job Title	Job Description
<u>Managerial and Professional Level</u>		
117	Executive Chinese Chef/ Chief Chef	<p>Establishes standards of food quality and preparation for the hotel's Chinese Restaurant; develops new menus; co-ordinates with other departments on food selection and storage; supervises performance and discipline of kitchen staff; carries out inspection and maintenance of the kitchen set-up; prepares cost lists and requisitions on market times.</p> <p>Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.</p>
120	Chinese Restaurant Manager	<p>Plans and prepares Chinese menus for the Chinese Restaurant within a hotel; supervises both front-of-the-house and back-of-the-house staff of the Chinese Restaurant; liaises with other departments on all Chinese Restaurant related matters.</p>
<u>Supervisory and Technician Level</u>		
229	Executive Chinese Sous Chef	<p>Assists Executive Chinese Chef or Chief Chef on all kitchen or food related matters; ensures food quality standards; develops new menus and works with other departments on food selection and storage; provides training to staff.</p> <p>Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.</p>

Code No.	Job Title	Job Description
234	Assistant Chinese Restaurant Manager/ Chinese Food Services Manager/Sales Manager (Chinese Restaurant)	Manages and co-ordinates the activities of the restaurant and trains staff to ensure prompt and courteous services; recommends menus and dishes to clients; assists in coordinating the activities of the restaurant, sales promotion, services and keeping good rapport with clients; liaises with suppliers on special food promotions.
235	Captain (Chinese Restaurant)/Headwaiter (Chinese Restaurant)	Assists the headwaiter in supervising and assigning waiters/waitresses to their work station; prepares and checks table set-up; liaises with clients; assists the restaurant manager in table planning, staffing training, menu recommendations and arrangement of duty rosters for staff.
236	Pantry Captain	Supervises pantry helpers and arranges their duty roster according to workload of the kitchen; liaises with cashiers regarding the billing of each dining party; supervises serving schedule of the ordered dishes.
237 *	Senior Cook	Handles preparation of sauces, sharks; fin soup, fried crispy chicken and trimming of pan-fried dishes; responsible for steaming, broiling and frying.
238 *	Service Cook/Kitchen Supervisor/General Cook	Supervises the sequence and timing of serving; assigns duties to junior cooks.
239 *	Barbecue Cook	Prepares assorted barbecue meat platter; assists butchers in the portioning of meat before serving; preserves and roasts barbecue dishes.

* = Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.

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No.	Job Title	Job Description
240 *	Chief Butcher	Assists the executive Chinese chef in kitchen administration; prepares portion standards of meat, poultry and seafood for various usages and cookery.
241 *	Chief Cook	Supervises the preparation of sauces, sharks' fin soup and the seasoning of food and pan-fry duties.
242 *	Chief Dim Sum Cook	Supervises the preparation of dim sum, pan fried glutinous rice, sweetened soup and Chinese petit four.
243 *	No. 2 Cooks(barbecue, dim sum, vegetable, butchery)	Assists the chief cooks and senior cooks in carrying out specific duties of the kitchen; performs assignments in food preparation.
244 *	No. 3 Cooks(barbecue, dim sum, vegetable, butchery)	Works under the supervision of the senior cooks in food preparations and specific duties of different sections of the kitchen.
245 *	Second Butcher	Handles the preparation of fresh seafood; prepares vegetables, poultry and ingredients for soup base.
<u>Craftsman Level</u>		
303	Junior Cook(Chinese)/No. 4 Cooks or below (barbecue, dim sum, vegetable, butchery)	Assists cooks in preparing the different varieties of dishes and carries out general duties in the kitchen.

* = Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.

Code No.	Job Title	Job Description
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<u>Operative Level</u>		
417	Dim Sum Cook/Steamer/ Trimmer/Vegetable Cook	<p>Prepares the stuffings and dough for dim sum and noodle products; attends to the timing of frying dim sum and its presentation; attends to the timing of steaming dim sum; prepares the seasoning of dried seafood, abalone, sharks' fins and salt-baked dishes; prepares vegetable carving and garnishes; supervises vegetable cook helpers in assembling the proper portions.</p> <p>Remark: These posts may also be the designated certified hygiene managers/supervisor for their respective organizations.</p>
ENGINEERING AND MAINTENANCE DEPARTMENT		
<u>Managerial and Professional Level</u>		
121	Director of Engineering/ Chief Engineer/Technical Manager/Property Maintenance Manager	Monitors and responsible for the overall engineering division. Ensure smooth day-to-day operations within the premises; compiles regular budget reports on repair and maintenance; contacts outside contractors for hotel projects; conducts thorough inspection of entire hotel premises, supervises staff performance; assists in renovations, supervises and liaises with contractors.
<u>Supervisory and Technician Level</u>		
246	Duty Engineer/Building Maintenance Supervisor/ Building Supervisor	Supervises duty crew; enters all data as specified in the engineers' log book and all specific events relevant to engineering.
247	Foreman/Technical Supervisor/Assistant Engineer/Audio-visual Technician/Sound Technician	Inspects hotel's air-conditioning, sound and lighting systems; contacts outside contractors for maintenance and repair works.

Code No.	Job Title	Job Description
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<u>Craftsman Level</u>		
304	Engineering Craftsman (e.g. air-conditioning mechanic, boilerman, carpenter, electrician fitter, general mechanic, mason/(plasterer) painter, plumber)	Maintains and repairs all necessary mechanical and electrical engineering works of a hotel including restaurant outlets guestrooms, and public areas.
OTHERS		
159	Managerial and Professional Level	Should there be job titles that cannot be found from the Job Code List provided, and these jobs were considered as principle jobs within your organization, kindly state the job titles and provide the brief job descriptions of the said jobs according to their job levels. Also, please fill in the job details at Part I to III of the survey questionnaire.
259	Supervisory and Technician Level	
359	Craftsman Level	
459	Operative Level	
559	Administrative and Others Level	