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VI		/				8
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Other Service Front Office Section Housekeeping Section Food and Beverage Section

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IT Reservati on Group Reservati on Reservati on Revi si on Early Check-
in Extendi ng the Stay Changi ng the Room Ti cket Booki ng Renti ng Equi pment
Interpretati on Servi ce Pi ck-up Servi ce Luggage Deposi t Mai l Del i ver
Credi t Card Payment Cash Payment Forei gn Currency Exchange Cleani ng the Room Turn-
down Servi ce Addi ng Beds Express Servi ce Speci al Requi rement Laundry Damage Wake-
up Servi ce Shoe-shi ni ng Servi ce Baby-si tti ng Servi ng Reserved Guests Servi ng Non-
reserved Guest ettl i ng Compl ai nts about Reservati on
Settl i ng Compl ai nts about Room Faci l i ti es Settl i ng Compl ai nts about Food

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2	2	36		2					36
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		10	257					13			257		
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		3	48	3						48			
		3	48	3						48			
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		3	48	3						48			
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	6		56	56	0	0	0	3	
	7		36	4	0	32	0	2	
	8		6	4	0	2	0	0.5	
	9		32	18	0	14	0	2	
	10		48	32	0	16	0	3	
	11		48	32	0	16	0	3	
	12		48	32	0	16	0	3	
	13		48	32	0	16	0	3	
			453	285	0	168	0	26	
	14	()	1	1	0	0	0	0.5	
	15	()	8	8	0	0	0		
	16	()	36	4	0	32	0	2	
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	18		6	4	0	2	0	0.5	
	19		36	24	0	12	0	2	
	20		72	46	0	26	0	4	
	21		72	64	0	8	0	4	
	22		36	25	0	11	0	2	①
	23	1	36	0	36	0	0	2	
	24		54	36	0	18	0	3	
	25		36	18	0	18	0	2	
			447	257	36	154	0	25	
	26	()	8	8	0	0	0		
	27		39	18	0	21	0	2	
	28		36	4	0	32	0	2	
	29		54	4	14	36	0	3	
	30		72	36	0	36	0	4	
	31		54	27	0	27	0	3	
	32		72	36	0	36	0	4	
	33	2	54	0	54	0	0	3	
	34		36	18	0	18	0	2	
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			461	165	68	228	0	25	
	36		8	0	0	8	0	1	
	37	A	18	9	0	9	0	1	
	38		63	8	0	16	39	4	
	39		54	12	0	42	0	3	
	40		108	0	48	0	60	6	
	41		108	0	48	0	60	6	
	42		63	7	7	11	38	4	
			422	36	103	86	197	25	
	43		8	8	0	0	0	0	
	44		257	0	0	0	257	10	
	45		54	0	7	36	11	3	
	46		54	0	7	36	11	3	
	47		54	0	7	36	11	3	
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F01	F01-1		F01-1-1		
			F01-1-2		
			F01-1-3	VIP	
			F01-1-4		
			F01-1-5		
			F01-1-6		
	F01-2		F01-2-1		
	F01-3		F01-3-1	VIP	
	F01-4		F01-4-1		
			F01-4-2		
			F01-4-3		
	F01-5		F01-5-1		
	F02	F02-1		F02-1-1	
				F02-1-2	
F02-1-3					
F02-1-4					
F02-1-5					
F02-2			F02-2-1		
			F02-2-2		
			F02-2-3		
			F02-2-4		
F02-3		F02-3-1			
F03	F03-1		F03-1-1		
			F03-1-2		
	F03-2		F03-2-1	VIP	
			F03-2-2		

		F03-2-3
	F03-3	F03-3-1
		F03-3-2
		F03-3-3
		F03-3-4
	F03-4	F03-4-1
F04	F04-1	F04-1-1
		F04-1-2
	F04-2	F04-2-1
	F04-3	F04-3-1
	F04-4	F04-4-1
		F04-4-2
		F04-4-3
F05	F05-1	F05-1-1
		F05-1-2
		F05-1-3
		F05-1-4
	F05-2	F05-1-5
	F05-3	F05-1-6
F06	F06-1	F06-1-1

				FO6-2-6	
				FO6-2-7	
		FO6-3		FO6-3-1	
RM	RM-1		RM-1-1		
			RM-1-2		
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	RM-4		RM-4-1		
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	RM-5		RM-5-1		
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	RM-6	VI P	RM-6-1	VI P	
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	RM2	RM2-1		RM2-1-1	
				RM2-1-2	
				RM2-1-3	
RM2-2			RM2-2-1		
			RM2-2-2		
			RM2-2-3		

				RMB-2-4	VIP	
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RMB	RMB-1			RMB-1-1		
				RMB-1-2		
				RMB-1-3		
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				RMB-1-6		
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	RMB-2				RMB-2-1	
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	RMB-3				RMB-3-1	
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	FB1	FB1-1			FB1-1-1	
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	FB1-3		FB1-3-1		
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			FB1-4-2		
	FB1-5		FB1-5-1		
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	FB1-7		FB1-7-1		
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	FB2	FB2-1		FB2-1-1	
		FB2-2		FB2-2-1	
FB2-3			FB2-3-1		
FB2-4			FB2-4-1		
FB2-5			FB2-5-1		
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		FB3-6		FB3-6-1	
		FB3-7		FB3-7-1	
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		FB3-8		FB3-8-1	
		FB3-9		FB3-9-1	
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FB4		FB4-1		FB4-1-1	
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		FB4-2		FB4-2-1	
		FB4-3		FB4-3-1	

FB5	FB5-1	FB5-1-1	
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		FB5-1-3	
	FB5-2	FB5-2-1	
		FB5-2-2	
		FB5-2-3	
	FB5-3	FB5-3-1	
		FB5-3-2	
	FB6	FB6-1	FB6-1-1
FB6-1-2			
FB6-1-3			
FB6-1-4			
FB6-2		FB6-2-1	
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FB6-3		FB6-3-1	
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FB6-4		FB6-4-1	
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PQ1	PQ1-1	PQ1-1-1	
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	PQ1-2	PQ1-2-1	
		PQ1-2-2	
		PQ1-2-3	
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		PQ1-3		PQ1-3-1		
				PQ1-3-2		
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		PQ1-4			PQ1-4-1	
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					PQ1-4-5	
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		PQ1-5			PQ1-5-1	
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		PQ1-6			PQ1-6-1	
					PQ1-6-2	
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2	—	FB1-1			10
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4	—	FB1-3			10
5		FB3			12

	—			
6	—	FB2		12
7	—	FB4 FB5		12
8	—	FB6		4
9	—	FB6		4
				108

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[1] . [M]. , 2009

[2] . [M]. , 2014

[3] . [M]. , 2007

[4] . [M]. , 2012

[5] . [M]. , 2007

[6] . [M]. , 2014

[7] https://www.canyi.n168.com/gl_yy/cygl/

PPT

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					108

1. <http://www.ihfo.com>

2. <http://www.dongyee.com>

3. www.ctha.com.cn

4. www.hoteljob.cn

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2		F01, F02, F03, F04, F05		32
3		F06		14

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1		FOI 2 3 4 5 6			257
2		RM 2 3			
3		FB1 2 3 4 5 6			
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	PQ1-4		3	10
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2	RM 2 3		2	30
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	5 6			
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3	PQ1-5		4	
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2		PQ1-6	1. 2 3 4 5 6		8
3		PQ1-2-4	1. 2 3 4		8
4		FO1 2 3 4 5 6	1. 2 3 4 5		28
5		RM 2 3	1. 2 3 4		28

FB1, 2, 3, 4, 5, 6

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1		PQ1-6-6			10

2		FO6-3-1 RVB-2 FB6-4			10
3		PO1-2-4			10
4		FO6			8
5		RVB			11
6		FB6			5



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1		F01, 2, 3, 4, 5, 6			14
2		RM, 2, 3			14
3		FB1, 2, 5			14
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3		PQ1-2-2 PQ1-2-4			18
4		PQ1-2			12
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[1] . [M]. 2009

[2] · R . 50 . 2013

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