

640105

VI		/				8
V						5-8

IV						3-5
III						1-3
II						12-17
I	/					1-12

1		/	
2		/	
3		/	

1

2

3

/

1

1	1
2 " "	2 " "
3	3
4	4
5	5

6	6
7	7

2

1	1
2	2
3	3
4	4
5	5
6	6
7	7

6

BAG

DACUM

"

"

15

67

189

6

27

( )

1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			
27			
28	VI P		
29			
30			
31			
32			

33			
34			
35			
36			
37			
38			
39			
40			
41			
42			
43			
44			
45			
46			
47			
48			
49			
50			
51			
52			
53			
54			
55			
56			
57			
58			
59			
60			
61			
62			
63			
64			
65			
66			
67			

+

+

+




1

"

"

"

"

2

3

“ ” “ ” “ ” “ ”

“ ”

“ ”

4.

“ ”

1

2

3

5



6

50%

7

1-2

8

“ ”

9.

10

11

— — — — —  
" " " " " "

1

2

3

Other Service      Front Office Section    Housekeeping Section    Food and Beverage Section

4

5

6

7

1

"

"

3

4

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

5

" " " "

6



8

9

10

# 2

			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	
			<b>18</b>	<b>18</b>	<b>18</b>	<b>18</b>	<b>18</b>	<b>20</b>	
		4	72		4				72
		3	54	3					54
(1)			8						8
(2)				8					8
(3)	1	40			8				8
(4)						8			8
(5)							8		8
1			1						1
2	1	2		1					1
1	3	56	4						56
2	4	72		4					72
1	2	36	2						36
2	2	36		2					36
3	2	36			2				36
	2	54		3					54
A	1	18				1			18
	2	36		2					36
			6						6
1	1	12							

		<b>34</b>	<b>732</b>	<b>0</b>	<b>5</b>	<b>14</b>	<b>0</b>	<b>3</b>	<b>22</b>	<b>198</b>	<b>534</b>		
		1	54				3			<b>0</b>	54		
		1	63				4				63		
		3	54			3				54			
		6	108				6				108		
		6	108				6				108		
		3	54					3			54		
		3	54					3			54		
		3	54					3			54		
		4	63				4				63		
		<b>10</b>	<b>257</b>					13			<b>257</b>		
		<b>45</b>	<b>869</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>23</b>	<b>22</b>	<b>0</b>	<b>54</b>	<b>815</b>		
		2	36			2					36		
		2	36			2					36		
		2	36		2					36			
		2	32	2						32			
		3	48	3						48			
		3	48	3						48			
		3	48	3						48			
		3	48	3						48			
		2	36		2					36			
		<b>22</b>	<b>368</b>	<b>14</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>296</b>	<b>72</b>		
		134	2600	23	24	25	24	25	22	1145	1455		

1

2500-2700

1500-1600

(2)

4 " ....."

3

120

	1		54	54	0	0	0	3	
	2		8	8	0	0	0		
	3		12	12	0	0	0	1	
	4		56	0	0	56	0	2	
	5		1	1	0	0	0	0.5	
	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	
			<b>453</b>	<b>285</b>	<b>0</b>	<b>168</b>	<b>0</b>	<b>26</b>	
	14	( )	1	1	0	0	0	0.5	
	15	( )	8	8	0	0	0		
	16	( )	36	4	0	32	0	2	
	17		54	27	0	27	0	3	
	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	
			<b>447</b>	<b>257</b>	<b>36</b>	<b>154</b>	<b>0</b>	<b>25</b>	
	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	
	35		36	14	0	22	0	2	

			<b>461</b>	<b>165</b>	<b>68</b>	<b>228</b>	<b>0</b>	<b>25</b>	
	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	
			<b>422</b>	<b>36</b>	<b>103</b>	<b>86</b>	<b>197</b>	<b>25</b>	
	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	
	48		54	0	7	36	11	3	
			<b>1</b>			<b>1</b>	<b>01</b>		
	49		336	0	0	0	336	12	
			<b>336</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>336</b>	<b>12</b>	
			<b>2600</b>	<b>751</b>	<b>235</b>	<b>780</b>	<b>834</b>	<b>134</b>	

1.

2

1.

10

1

7

2

2

8

"

"

8

1

2

3

4

5

6  
2

1800mm

2400x1200mm

2000x1800mm

1.

1

2

3

4

2

1999

7 25

2000

40

8

33

985

800

1.2

2011 300

300

1

•

1

2

3

50%

" " " " "

"

1.

2

3

4.

134

1.

1.



1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			

1			
2			
3			
4			
5			
6			
7			
8			

/		/					
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		
			RM-1-3		
			RM-1-4		
			RM-1-5		
			RM-1-6		
			RM-1-7		
	RM-2		RM-2-1		
			RM-2-2		
	RM-3		RM-3-1		
			RM-3-2		
			RM-3-3		
			RM-3-4		
	RM-4		RM-4-1		
			RM-4-2		
	RM-5		RM-5-1		
			RM-5-2		
			RM-5-3		
	RM-6	VI P	RM-6-1	VI P	
			RM-6-2	VI P	
			RM-6-3	VI P VI P	
			RM-6-4	VI P	
			RM-6-5	VI P	
			RM-6-6	VI P	
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	
				RMB-2-5		
RMB		RMB-1		RMB-1-1		
				RMB-1-2		
				RMB-1-3		
				RMB-1-4		
				RMB-1-5		
				RMB-1-6		
				RMB-1-7		
	RMB-2				RMB-2-1	
					RMB-2-2	
					RMB-2-3	
	RMB-3				RMB-3-1	
					RMB-3-2	
	FB1		FB1-1		FB1-1-1	
FB1-1-2						
FB1-1-3						
FB1-1-4						
FB1-1-5						
FB1-2					FB1-2-1	
					FB1-2-2	
					FB1-2-3	
					FB1-2-4	
					FB1-2-5	
					FB1-2-6	
					FB1-2-7	

	FB1-3		FB1-3-1		
			FB1-3-2		
			FB1-3-3		
			FB1-3-4		
			FB1-3-5		
			FB1-3-6		
			FB1-3-7		
			FB1-3-8		
			FB1-3-9		
	FB1-4		FB1-4-1		
			FB1-4-2		
	FB1-5		FB1-5-1		
			FB1-5-2		
			FB1-5-3		
			FB1-5-4		
	FB1-6		FB1-6-1		
			FB1-6-2		
	FB1-7		FB1-7-1		
			FB1-7-2		
	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		
FB2-6			FB2-6-1		
FB2-7			FB2-7-1		
		FB2-7-2			
		FB2-7-3			

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

FB5	FB5-1	FB5-1-1	
		FB5-1-2	
		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	
		FB6-2-2	
		FB6-2-3	
		FB6-2-4	
FB6-3		FB6-3-1	
		FB6-3-2	
FB6-4		FB6-4-1	
		FB6-4-2	
		FB6-4-3	
PQ1	PQ1-1	PQ1-1-1	
		PQ1-1-2	
		PQ1-1-3	
	PQ1-2	PQ1-2-1	
		PQ1-2-2	
		PQ1-2-3	
		PQ1-2-4	



		PQ1-3		PQ1-3-1		
				PQ1-3-2		
				PQ1-3-3		
		PQ1-4			PQ1-4-1	
					PQ1-4-2	
					PQ1-4-3	
					PQ1-4-4	
					PQ1-4-5	
					PQ1-4-6	
		PQ1-5			PQ1-5-1	
					PQ1-5-2	
					PQ1-5-3	
		PQ1-6			PQ1-6-1	
					PQ1-6-2	
					PQ1-6-3	
					PQ1-6-4	
					PQ1-6-5	
					PQ1-6-6	
					PQ1-6-7	
					PQ1-6-8	

2

"

"

1

1

2

3

4

5

6

7

2

1

2

3

4

3

1

2

3

108

6

1	—	FB1-6	1. 2		2
2	—	FB1-1			10
3	—	FB1-1 FB1-2			42
4	—	FB1-3			10
5		FB3			12

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

1.

2

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

PPT

1

---

2

3

4

---

PPT

200

= 60% + 40%

+



" "

1

1

2

1

2

3

4

VP

5

6

---

7

8

9

2

1)

2)

3

4

5

6

7

6

108

--	--	--	--	--	--



1		RM-3			10
2		RM-1			30
3		RM-2 3 4 5 6			30
4		RM2			14
5		RM3			10
6		RM3			14
					108

1. <http://www.ihfo.com>
2. <http://www.dongyee.com>
3. [www.ctha.com.cn](http://www.ctha.com.cn)
4. [www.hoteljob.cn](http://www.hoteljob.cn)

" " :

. 2017

( ) .

. 2016

. 2002

---

.

. 2003

.

. 2001

.

. 1999

.

2007

.

2006

app

"

"

"

"



" "

1.

- 
- 2
  - 3
  - 4
  - 5
  - 6
  - 7.

54

3

1		FO		8
2		F01, F02, F03, F04, F05		32
3		F06		14

---

app

(1)

(2)

" " " "

(3)

(4)

(1)

(2)

(3)

(4)



1.

2

3

4

1.

---

2

3

4

5

1.

2

3

257

16

1		FOI 2 3 4 5 6			257
2		RM 2 3			
3		FB1 2 3 4 5 6			
					257



1

6

3

1

2

1.

2

$$= 20\% + 80\%$$





1.

2

3

4

5.

6

7.

1

2

3

4.

5.

1.

2

3.

			1	
1	PQ1-2		2	
	PQ1-4		3	10
			4	
	FOI 2 3 4		1	
	5 6			
2	RM 2 3		2	30
	FB1 2 3 4			
	5 6			
			1	
			2	
			3	
3	PQ1-5		4	
			5	
			6	



1

6

3

1

2

50

1

2

$$= 20\% + 50\% + 30\%$$



1.

2.

3.

4.

5.

1.

2

3

4

5.

- 
1. ;
  - 2
  - 3
  - 4.

54

3

1		PQ1-4	1. 2 3		8
2		PQ1-6	1. 2 3 4 5 6		8
3		PQ1-2-4	1. 2 3 4		8
4		FOI 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

1.

2

3

4.

6

28

"

"

5

1

---

2

20% +

50% +

30%



54

7

36

11

3

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



"

"

5

1

2

20% +

50% +

30%



---

54  
3

7

36

11

1		F01, 2, 3, 4, 5, 6			14
2		RM, 2, 3			14
3		FB1, 2, 5			14
4		FB3, 4			6
5		PQ1-1			6



"

"

5

1

---

2

20% +

50% +

30%

"

"

1

1

2

---

2

1

2

3

54

3

1		PQ1-2			9
2		PQ1-2-1 PQ1-2-3			15
3		PQ1-2-2 PQ1-2-4			18
4		PQ1-2			12
					54

1

21

63

---

2

[1] . [M]. 2009

[2] · R . 50 . 2013

PPT

10

200



---

$$= 70\% + 30\%$$

" , " "

1

2

3

4

5

63

4

1		PQ1-4			20
2		PQ1-2	E_mai l E_mai l		12
3		FO1... 6 RM... 3 FB1... 6			25

---

4		PQ1-1			6

1.

2

3

4

5

1.

2

---

1.

2

3

4.