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VI		/				8
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II						12-17
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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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			<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
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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
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1			6						6
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		<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		
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		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		
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		<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>		
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	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>	

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F01		F01-1		F01-1-1			
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				F01-1-6			
		F01-2		F01-2-1			
		F01-3		F01-3-1	VIP		
		F01-4		F01-4-1			
				F01-4-2			
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		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		
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			RM-1-7		
	RM-2		RM-2-1		
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	RM-3		RM-3-1		
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	RM-4		RM-4-1		
			RM-4-2		
	RM-5		RM-5-1		
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	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		
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	RMB-3				RMB-3-1	
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	FB1	FB1-1			FB1-1-1	
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	FB1-6		FB1-6-1		
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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		
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FB2-7			FB2-7-1		
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		FB2-8		FB2-8-1	
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FB3		FB3-1		FB3-1-1	
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		FB3-3		FB3-3-1	
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		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	
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	FB6	FB6-1	FB6-1-1
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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	
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		PQ1-3		PQ1-3-1		
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		PQ1-5			PQ1-5-1	
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		PQ1-6			PQ1-6-1	
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2	—	FB1-1			10
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4	—	FB1-3			10
5		FB3			12

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

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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)

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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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2	RM 2 3		2	30
	FB1 2 3 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

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FB1, 2, 3, 4, 5, 6

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3		PO1-2-4			10
4		FO6			8
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2		RM, 2, 3			14
3		FB1, 2, 5			14
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5		PQ1-1			6



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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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3		FO1... 6 RM... 3 FB1... 6			25

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4		PQ1-1			6

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