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Front Office Section Housekeeping Section Food and Beverage  
Section Other Services

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IT Reservation Group Reservation Reservation Revision Early  
Check-in Extending the Stay Changing the Room Ticket Booking Renting  
Equipment Interpretation Service Pick-up Service Luggage Deposit Mail  
Deliver Credit Card Payment Cash Payment Foreign Currency  
Exchange Cleaning the Room Turn-down Service Adding Beds Express  
Service Special Requirement Laundry Damage Wake-up Service Shoe-shining  
Service Baby-sitting Serving Reserved Guests Serving Non-reserved  
Guest settling Complaints about Reservation Settling Complaints about Room  
Facilities Settling Complaints about Food

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9900009 2B	2	4	72		4						72						
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	9		32	18	0	14	0	2	
	10		48	32	0	16	0	3	
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	12		48	32	0	16	0	3	
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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	
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	30		72	36	0	36	0	4	
	31		54	27	0	27	0	3	
	32		54	27	0	27	0	4	
	33	2	54	0	54	0	0	3	
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		<b>443</b>	<b>156</b>	<b>68</b>	<b>219</b>	<b>0</b>	<b>25</b>
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37		36	18	0	18	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
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43		8	8	0	0	0	0
44		257	0	0	0	257	10
45		54	0	7	36	11	3
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47		54	0	7	36	11	3
48		54	0	7	36	11	3
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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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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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4		F01 2 3 4 5 6	1. 2. 3. 4. 5.		28
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4		PQ1-1			6

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