

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

F/TC/26 Rev00

Job Title:	Front Desk Supervisor	Department:	Front Office
Responsible for:	Guest Services	Date:	8 October 24

OBJECTIVE:

Every Mercure team member is a "Heartists". A Heartists represents Mercure's brand and its values, at all times. The Mercure Heartists will establish relationships and foremost, the Mercure Heartists will deliver an exceptional guest experience and promote the French Elegance.

MAIN DUTIES :

Administration

- Provide direction and feedback to Heartists during shifts
- Schedule employee shifts and assign duties
- Manage time-off requests and handle last-minute absences
- Inspect equipment and communicate the need for repairs or replacements to management
- Check cash drawers
- Ensure health and safety standards are followed
- Address customer and employee complaints
- Resolve conflicts between workers
- Foster and maintain a positive work environment
- To coordinate and supervise all activities of the front desks, to ensure efficient, prompt, courteous, consistent quality and proactive service for all our guests

Financial and Revenue Responsibilities

- To know the correct way to upsell creating the opportunity to maximize revenue.
- Responsible for the development of a marketing plan.
- Promotes the brand and/or Group loyalty programme, promote hotel Food and Beverage outlets and anticipate the guest need and pitch the sales.
- To be responsible for a cashiering float in accordance with company procedure and to inform any overage/shortage to the Shift Leader/Duty Manager.
- Cashier procedure to be followed as per Hotel Policy.

Training and Talent & Culture

- Provide employees with guidance in handling difficult or complex problems and in resolving escalated complaints or disputes.
- Evaluate employees' job performance and conformance to regulations and recommend appropriate personnel action
- Train and instruct employees in job duties and company policies, providing support for skills development.
- Ensures that employees are well presented (uniforms, personal hygiene etc)
- Develops employees' motivation and team spirit by creating a good working atmosphere
- Ensure wherever possible that employees are provided with a work place free of discrimination, harassment and victimisation.
- Treat complaints of harassment and discrimination promptly and confidentially.
- Treat customers and colleagues from all cultural groups with respect and sensitivity.

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- Identify and deal with issues which may cause cross cultural conflict or misunderstanding.

Guest Service Responsibilities

- Organizes the customer welcome and ensures guests have a smooth-running stay at the hotel.
- Resolve customer complaints and answer customers' questions regarding policies and procedures
- Develops high quality relationships with guests, from the moment they arrive and throughout their stay, in order to foster loyalty
- Anticipates guests' needs and preference, build relation with guest, seek guest stay feedback to ensure that guest stay is comfortable
- Handles any guest complaints that cannot be settled directly by team members and provides a rapid solution.
- To coordinate and supervise all activities of the front desks, to ensure efficient, prompt, courteous, consistent quality and proactive service for all our guests
- Conveys the hotel image.

Our team and working environment:

Located along Sheikh Zayed Road in Barsha Heights right next to Dubai Internet City Metro Station. The hotel is nestled in the key business and commercial district of Dubai Media City, Dubai Knowledge Park and Dubai Internet City. Mercure Dubai Hotel offers a unique hospitality experience for business & leisure travelers and well as for long stays at an affordable price. Close proximity to Mall of the Emirates, Palm Jumeirah and major tourist attractions.

An elegant hotel with 1015 suites and apartments spread over 41 floors. Each contemporary room features floor to ceiling windows that have exceptional views of the city & skyline. For meetings, trainings and social events the hotel offers an extensive range of multi-functional meeting and event spaces.

Our commitment to Diversity & Inclusion:

We are an inclusive company and our ambition is to attract, recruit and promote diverse talent.

Why work for Accor?

We are far more than a worldwide leader. We welcome you as you are and you can find a job and brand that matches your personality. We support you to grow and learn every day, making sure that work brings purpose to your life, so that during your journey with us, you can continue to explore Accor's limitless possibilities.

By joining Accor, every chapter of your story is yours to write and together we can imagine tomorrow's hospitality. Discover the life that awaits you at Accor, visit <https://careers.accor.com/>

Do what you love, care for the world, dare to challenge the status quo! **#BELIMITLESS**

Disclaimer:

Mercure Hotel Suites & Apartments shall provide an equal opportunity in all aspects of employment and career progress when it comes to gender, nationality, religion, ethnicity, disability and shall not tolerate any illegal discrimination or harassment of any kind.