

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

F/TC/26 Rev00

Job Title:	Lobby Hostess	Department:	Front Office
Responsible for:	Guest Services	Date:	30 May 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

- All are required to comply with every reasonable request from their hierarchical supervisor(s) within an amount of time that it takes to comply under normal circumstances.
- Ensure that all guest comments both negative and positive are noted and communicated further to Guest Relations/ Duty Manager/ GRM for further actions to be taken
- Ensure team to be fully aware of hotel room rates, availability, promotions, services and facilities. Hotel's selling status, specific daily functions and events as detailed.
- Ensure the presence of lobby hostess in the main lobby and is expected to be properly dressed and well-groomed at all times commensurate with front line duties.
- Ensure that show rooms are done accordingly to guest needs
- Assist and coordinate with Front Office for any financial assistance that guest might have
- Connect with guest on daily basis, provides exceptional customer service and creates memorable experience
- Enters guest information's such as preferences, profile notes, timing of departure in the PMS
- They are well aware of the system in place and use it accordingly to the standard and procedures of the hotel
- Assist with group's arrivals keys, room allocation if needed, escorting and providing information about the facilities
- Assist with guest for any special request in regards to celebrations, early breakfast, specific room preferences
- Coordinate with Guest Relations/ Front Desk and assist with room moves or other guest requests.

Financial and Revenue Responsibilities

- Assist with upselling of rooms, meal plans if required
- Promotes the brand and/or Group loyalty programme, Food and Beverage outlets, anticipate need and pitch the sales.
- Be aware of the hotel's promotion and share them to the guest accordingly.
- Update team for new promotion, Sales Strategy, Fam Trip, Group Details

Training and Talent & Culture

- Ensure wherever possible that employees are provided with a work place free of discrimination, harassment and victimization.

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- Treat complaints of harassment and discrimination promptly and confidentially.
- Treat customers and colleagues from all cultural groups with respect and sensitivity.
- Identify and deal with issues which may cause cross cultural conflict or misunderstanding.

Lobby Hostess Responsibilities

- Welcomes and greet guests as soon as they arrive with due care and attention and escort them to the reception to handle guest requests ensuring that all matters are dealt with efficiently and promptly.
- Offer welcome drinks upon arrival and check guest stay feedback upon departure.
- Handle queues accordingly and engage with the guest and assist if possible
- Handle guest requests ensuring that all matters are dealt with efficiently and promptly.
- Handles any guest complaints and/or remarks; provides a response as soon as possible.
- Ensure daily courtesy call to be made for in house guest and necessary actions are being done for guest satisfaction to be achieved.
- Ensure that when a guest leaves from the property, his problems if any were solved or offers alternative by seeking assistance further and if guest are happy, they are encouraged to share feedback about their stay.

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**

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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.