

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

F/TC/26 Rev00

Job Title:	Reservations Coordinator	Department:	Reservations
Responsible for:	Office Administration	Date:	13 February 25

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

- Usually the first point of contact for prospective guests and sets the tone by being friendly, knowledgeable and selling the property.
- Professional, positive, and able to maintain a calm demeanor while delivering outstanding service to our guests.
- Assist in the daily routine of the reservations, working as part of a team to ensure the daily jobs check lists and group check lists are completed
- To assist in maximizing hotel revenue, by use of standard selling techniques and to always promote the hotel and the brand to all guests via incoming calls and via emails.
- Keep up to date on all hotel products, services, pricing and special promotional offers
- Project a professional manner with an emphasis on hospitality and guest service.

Financial and Revenue Responsibilities

- Provides answers that are adapted to customers' needs.
- Rapidly identifies the new customer and modifies the sales pitch accordingly.
- Informs customers about the services on offer at the hotel and encourages use.
- Is familiar with the local area around the hotel, including the competition.

Training and Talent & Culture

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

Key Responsibilities

- Provide detailed information about all Direct and Indirect Promotional offers
- Responsible for correctly coordinating and entering hotel reservations
- Process all direct Interactions & reservations in a timely and efficient manner
- Make, confirm, cancel and change reservations
- Promptly and courteously attend to telephone calls and direct as appropriate
- Provide information on hotel facilities and services
- Prepares daily reports and month end reports and submit to concerned stakeholders.
- Competent working with minimal supervision
- Other related duties as assigned by the Reservations team

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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.