

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

F/TC/26 Rev00

Job Title: Telephone Operator Supervisor

Level: 3

Responsible for: Guest Services

Date: 13 May 2025

OBJECTIVE:

Every Mercure team member is an "Heartists". An 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

- Reports failure in equipment directly to the relevant maintenance company/department and details any action taken in the logbook-MessageBox.
- All Heartists 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.
- Ensures that all guest documentation is up-to-date and available in CID system as per government policy prescribe.
- Ensure that all guest and internal messages are relayed promptly and accurately.
- Report any discrepancy of guest information or in CID system to RDM.
- Ensures that "wake up" calls are placed according to the early morning call sheet and checked on daily basis.
- Maintains a log containing all unusual events.

Financial and Revenue Responsibilities

- Promotes the brand and/or Hotel loyalty programme.
- To upsell & creating the opportunity to maximise revenue.
- Attempt to increase internal & external call revenue.
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- Training and Talent & Culture
- Identify team, individual training needs and conduct on job trainings for the staff and ensure monthly training hours achieved for staff.
- Ensure that staff nominated for hotel trainings are available and attend the required trainings as per company policy.
- 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.

Guest Service Responsibilities

- Answers and ensure that all in and outgoing calls are answered in a polite and friendly manner, provide all general information such as government hours, banking hours, sightseeing, etc.
- Maintain up to date in-house guest's records and ensure that proper and accurate information are provided for the callers.
- Ensure Hotel Emergency Reports are saved every top of the hour and are available whenever required.
- Helps bring certain brand concepts to life on a day-to-day basis.
- To be fully aware of hotel rooms, promotions, services and facilities. Hotel's selling status, specific daily functions and events as detailed.

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Miscellaneous

- All Heartists 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.
- All Heartists" may be assigned to other duties in the hotel as and when required by business levels.

Qualifications –

- High school diploma or equivalent; an associate's or bachelor's degree in business administration, communications, or a related field is preferred.
- Minimum of 2–3 years of experience as a telephone operator or in a call centre environment.
- At least 1 year of supervisory or team leadership experience in a customer service or telecommunications setting.
- Proficiency with telephone systems and switchboard operations, including call routing and voicemail systems.
- Strong verbal and written communication skills with a professional phone manner.
- Experience with CRM software and call management tools is an advantage.
- Demonstrated ability to lead a team, including training, scheduling, and performance evaluation.
- Excellent organizational and multitasking abilities in a fast-paced environment.
- Strong problem-solving and conflict resolution skills.
- Flexibility to work in shifts, including weekends or holidays, as required.

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 travellers 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! #BELIMITLES