

JOB DESCRIPTION

F/TC/26 Rev00

Job Title: Chief Concierge

Level: 5

Responsible for: Guest Services- Concierge

Date: 12 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

- To respect schedules, terms and deadlines as agreed with the Management
- To assign duties and responsibilities to subordinates and to assist them in their duties
- Communicate any outstanding guest requests or issues to management that may require additional monitoring or follow-up

Financial and Revenue Responsibilities

- Promotes the hotel's range of services in order to increase sales
- Applies and actively supports the hotel's pricing policy in order to increase REVPAR
- Promotes the brand and/or Group loyalty programme, adapting the sales pitch to suit the guest's needs
- Help control hotel costs by scheduling employees to ensure proper coverage

Training and Talent & Culture

- Integrates and trains employees, providing support for skills development
- Develops employees' motivation and team spirit by creating a good working atmosphere
- Recruit staff, prepare staffing schedules, complete payroll, and monitor labour costs to budget figures.
- 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

- Welcomes guests as soon as they arrive with due care and attention
- To ensure that all in-house guests and/or visitors looking for assistance, personally, on the phone, fax or e-mail, are immediately attended and their requests are well responded at any time
- Anticipates guests' needs and takes them into consideration
- To ensure that the privacy of the guests and the confidentiality of the information is respected
- Be attentive to the details and take ownership of getting things done
- To act as a representative of the Management when dealing with guest complaints
- To manage any guest complaint in a professional manner, by owning it, resolving it to Guest satisfaction and recording.

JOB DESCRIPTION

Miscellaneous

- Lead the coordination of any guest's needs, special requests, and inquiries to ensure superior service and value for our guest
- Be charming by being approachable, having confidence in what you do and showing respect for different cultures and perspectives Stay in the moment in order to understand and anticipate guests needs.
- To ensure that all guests receive a warm welcome and that they enjoy their stay being offered the finest personal service
- Carries out all operations concerning guest arrival and departure in compliance with internal procedures
- To ensure that all the outsourced services contracted by the Concierge are of high quality and fully corresponding to the guests' and hotel's requirements and needs, as approved by the hotel management
- To call the FOM/ DOR or HM for advice in serious cases or if an approval is required
- Handle reservations and obtain/issue tickets where applicable
- Promote team work and quality service through daily communications and coordination with other departments
- 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:

- Bachelor's degree in Hospitality Management, Tourism, or a related field (preferred)
- Minimum of 5 years of experience in concierge or front office operations, with at least 2 years in a supervisory or managerial role
- Membership in Les Clefs d'Or (preferred or considered an asset)
- Proficiency in English; knowledge of additional languages is a plus
- Strong knowledge of local attractions, dining, events, and transportation

Skills:

- Exceptional customer service and interpersonal skills
- Strong leadership and team management abilities
- Excellent verbal and written communication skills
- Problem-solving and decision-making skills under pressure
- Ability to handle VIP guests and resolve sensitive issues with discretion
- High level of organizational and time-management skills
- Familiarity with concierge software and hotel property management systems (e.g., Opera, HotSOS)
- Strong attention to detail and a proactive approach

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

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

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