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<b>Job Title:</b>	Reservations Agent (Arabic Speaker)	<b>Level:</b> 1
<b>Responsible for:</b>	Revenue	<b>Date:</b> 09-July-25

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## **OBJECTIVE:**

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

### **What you will be doing?**

- Handles reservations by applying the various step-by-step processes defined by the brand
- Enters reservation details precisely and correctly.
- Ensures that information is passed on to the people concerned
- 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
- 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

### **Your Experience and Skills**

- With 2 years’ experience in hospitality industry in the same position.
- OPERA experience is must.
- Excellent organizational, communication, and supervisory skills.
- Ability to prioritize tasks and get them done in a timely manner.
- Guest oriented and service minded
- Good listening and analytical skills, attentive
- Commercial know-how
- Diplomacy and self-control
- Self-confidence & Dynamic
- Good team player

### **Your 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.

# MERCURE

## HOTEL

DUBAI BARSHA HEIGHTS

### JOB DESCRIPTION

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! **#BELIMITLESSFood**