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**Job Title:** Quality & Hygiene Manager **Level:** Level 5

**Responsible for:** Quality & Hygiene **Date:** 25<sup>th</sup> August 2025

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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.

**MAIN DUTIES :**

**Administration**

- Collate data from relevant reports, as well as guest feedback mechanisms (guest survey, guest comment cards, etc.).
- Analyse data collected to identify key areas of achievement and key areas for improvement.
- Regularly conduct departmental visits to work in partnership with HODs and address quality matters to assist with the effective implementation of process improvement.
- Provide coaching and advice to all on the hotel on all elements relating to Quality.
- Present a comparative analysis of results showing change in performance on a monthly as well as yearly basis.
- Follow directives to carry out a self-audit process to ensure standards of service and quality are maintained and proactive actions are taken consistently.
- Maintain records of guest feedback and follow-up with each leader and take remedial action to resolve opportunities.
- Manage overall the Mercure Brand Standards with all the departments.
- Manage overall the Green Globe and Accor Sustainability standards with all the departments.
- Ensure that all departments are in line with the specified recommendation of Green Globe and Accor Sustainability and initiate steps to increase the score.
- Co-ordinate with external agencies for the process of audit.
- Manage and maintain the requirements of Green Globe and Accor Sustainability, making sure the requirements are fulfilled.
- Check for the Documentation of the Green Globe and Accor Sustainability with the respective departments and look for opportunity for improvement.
- Manage and maintain the requirements of Health and Safety are in line with the Green Globe and Accor Sustainability practices.
- Submit the documentation that are required for the audits.
- Monitor and ensure the Hotel Optimiser readings are entered correctly on monthly basis by the concerned departments.
- Submit the Hotel Optimiser reports for the Green Globe Audits if applicable based on renewal.
- Assist the concerned departments and support for the CSR Activities.
- Co-ordinate with NGOs for Green Initiatives like EEG and Dubai Municipality.
- Train and support the departments on Green Globe initiatives.
- Conduct the Monthly Green Meetings and document it and check for continual improvement.
- Conduct relevant environmental trainings, Green Globe Training in Induction and special training for the Green Team.

# MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

## JOB DESCRIPTION

F/TC/26 Rev00

- Conduct the Green Meetings and develop EMS auditors and support maintaining the relevant document all the related activities.
- Responsible for ISO 9001 & ISO 14001 as and when the hotel registered for this project.
- Responsible for HACCP Implementation, Timely Recertification, surveillance audit and close out non-conformances ensuring the HACCP certificate is always valid.
- To have a full working knowledge of all hygiene and occupational health & safety regulations in the UAE, according to Dubai Municipality standards.
- To possess the HACCP certification and other certifications required by the Municipality or by the Management.
- To minimize the risk of food-borne related illnesses to our guests and Heartists by the inspection and formal audit of food production areas and the enforcement of both organizational and regulatory food hygiene requirements.
- To give a timely and effective response to the management on any incidents that may occur during the production or service of food and report on any potential Hazards identified during routine inspections.
- To provide administration & organizing support and ensure inter-departmental coordination in Food Related issues.
- To systematically maintain all files both internal and external related to food safety.
- To monitor and ensure the Hotel's Food Safety and HACCP policies are kept in line with regulatory requirements.
- To produce a yearly Food Safety Audit Plan in conjunction with Hotel's HACCP Team leaders and the HACCP Coordinator.
- To conduct Food Safety and HACCP audits in line with the company and regulatory requirements.
- To ensure all actions from previous HACCP audits are closed off.
- To maintain the Audit schedule to ensure the latest status can be reported at all times. To ensure follow-up actions are carried out in a timely manner.
- To liaise with the regulatory authorities on behalf of the hotels and ensure audits are completed (monthly) and a copy sent to the Dubai Municipality Food Section.
- To analyse audits to determine any adverse trends and advise the General Manager of any findings that may have a high impact on Food Safety.
- Ensuring food safety at mass catering functions and outside events.
- To liaise with Hotel's certification body or consultants or other third parties on Food Safety related issues.
- To advise HACCP Heartist on issues relating to food safety or HACCP requirements.
- To ensure that any Food Safety or HACCP related documentation is controlled in line with the Document Control Procedure.
- To work closely with the Kitchen and Stewarding department to ensure adherence to the above standards.
- To liaise with the Security Department on occupational safety issues.
- To maintain records of Occupational Health Cards for Heartists in food related departments.
- Train all food handlers in basic food hygiene and HACCP Awareness.
- To organize training sessions on regular basis for Hygiene and Occupational Health and safety related topics.
- To coordinate and arrange with external training companies for higher training for the team as and when required.
- To be a Heartist of the Quality & Hygiene Department in and outside the workplace.
- To maintain proper training records for all employees, in conjunction with the Training Department.
- To update the management on regular basis on new trends or laws related to hygiene. To train the management and employees on those new standards.
- To liaise on regular basis with the Dubai Municipality, and keep good relation with authorities and inspectors.
- To assist with the compilation of the Hotel's / department's Departmental Operations Manuals on sections related to health and food safety.
- To assist in developing departmental trainers, assign training responsibilities and meet with Departmental Trainers monthly.

**JOB DESCRIPTION**

F/TC/26 Rev00

**Financial and Revenue Responsibilities**

- Works with superior in the preparation and management of the department's budget. Duties include:
- Assists in co-ordinating the preparation of the departmental annual budget
- Controls and monitors departmental costs on an ongoing basis to ensure performance against budget

**Training and Talent & Culture**

- Must be an example of the AccorHotels Values, Brand Standards, and a champion of appearance and hygiene guidelines.
- Implements guidelines, policies and procedures for those operating departments according to Mercure Guidelines & Standards.
- The Quality & Hygiene Manager will plan & conduct periodical food safety related trainings as and when required in the skill training such as Food Safety, HACCP Awareness or any other Food Safety related training.
- To coordinate, conduct and assist with delivering Food Hygiene training programmes for new joiners in related departments.
- To ensure that all new employees are given HACCP awareness during the induction training.
- To monitor and conduct that all employees goes through the mandatory training as per the requirements of the Dubai Municipality.
- To ensure that internal hygiene training is recorded in diligence.
- Identify food safety training needs based on guests and HOD's feedback.
- To monitor the effectiveness of HACCP and Food Safety Training such as HACCP Awareness, Basic Food Hygiene.
- 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 Heartist from all cultural groups with respect and sensitivity.
- Identify and deal with issues which may cause cross cultural conflict or misunderstanding.

**Miscellaneous**

- To ensure that Food Safety Standards and Systems are maintained.
- To assist in the implementation of ISO within the hotel, as required.
- To facilitate the continuous improvement of food safety within the hotel.
- To liaise with Chefs in coordinating kitchen activities related to food safety.
- To monitor that the analysis of the Alleged Food Poisoning complaints are carried out by the hotel's Food & Beverage Manager.
- To monitor the effectiveness and that the standards of Food Hygiene is being maintained within the hotel.
- To analyze and report on trends identified by the food sampling carried out by our contracted external laboratory and Dubai Municipality.
- Advice on corrective actions that could be implemented based on the food sampling analysis or audit findings.
- All Heartist 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 Heartist may be assigned to other duties in the hotel as and when required by business levels.

**GENERAL DUTIES:****Confidentiality**

- Ensure confidentiality and secure storage of all intellectual property and data bases, both hard copy and electronic. Adhere to Accor Internet and Email policy
- Ensure Hotel, Customer and Staff information or transactions are kept confidential during or after employment with the company.

**To be fully conversant with:**

- Hotel fire procedures
- Hotel security procedures
- Hotel Health and Safety policy and procedures
- Hotel Facilities and attractions
- Hotel standards of operation and departmental procedures
- Mercure Appearance guidelines
- Mercure vision and its corresponding strategies
- Methods of accepted payment of the company
- Short- and long-term company marketing promotions

**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.

**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.

**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**