

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

F/TC/26 Rev00

Job Title: F&B Manager

Level: 7A

Responsible for: F&B Department

Date: 11 September 2025

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:

- To take overall responsibility for the Food & Beverage Department
- To monitor guest feedback in relation to service, products and promotions and reviews according to the department standards.
- To oversee all the training activities of the Food & Beverage Department in conjunction with the Human Resource Manager/Training Manager.
- To review and control the weekly payroll and overtime sheets for all the Food & Beverage outlets and monitors according to the budgets established.
- To consult all outlet managers on operating requirements and quality standards.
- To be proactive during service peak times maintaining a highly visible profile in outlets.
- To confer with reports, forecasts, budget, marketing plan, festivals and special promotions.
- To interview candidates for Food & Beverage service vacancies in conjunction with the Talent & Culture Department
- To suggest FF&E replacements/additions for the department to the Food & Beverage Manager.
- To assist in taking storeroom and bar inventories in the absence of the Food & Beverage cost controller.
- To work with accounts department to oversee physical inventories, analyze specialized reports, slow moving items and low stock list and productivity forms.
- To keep abreast of competitive trends, new products, legislation.
- Familiarized with the company's internal policies and safety procedures.
- To ensure competitive edge and the departments comply with local regulations.

General Responsibilities

- To promote efficiency, confidence, courtesy and an extremely high standard of social skills.
- To generally promote and ensure good inter-departmental relations.
- To display a pleasant manner and positive attitude at all times and to promote a good company image to guests and colleagues.
- To demonstrate pride in the workplace and personal appearance at all times when representing the hotel thus identifying a high level of commitment.
- To adhere to Company and Hotel rules and regulations at all times.

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Occasional Responsibilities

- To report any equipment failures/problems to the Maintenance Department.
- To pass any maintenance requests to the Maintenance Department.
- To participate in any Training/Developments schemes as recommended by senior management.
- To comply with any reasonable request made by management to the best of your ability.

Legal Responsibilities

- To ensure that the standards required by Law and by Management are maintained at all times in the areas specified above.

Working Hours

- You are required to work ten hours per day, inclusive of a one (1) hour break as provided by UAE Labour Law.

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.

GENERAL DUTIES:

Health and Safety

- Ensure that all potential and real Hazards are reported immediately and rectified
- Be fully conversant with all departmental Fire, Emergency and Bomb procedures
- Ensure that all emergency procedures are rehearsed, implemented and enforced to provide for the security and safety of guests and employees
- Ensure the safety of the persons and the property of all within the premises by fairly applying Hotel Regulations by strict adherence to existing laws, statutes etc.
- Ensure all staff within the department work in a manner which is safe and unlikely to give risk of harm or injury to selves or others
- Use safe manual handling techniques and practise safe work habits following Accor Health, Safety and Environment policies, maintain procedures to minimise our impact on the environment and prevent pollution.

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

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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 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! **#BELIMITLESS**