

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

F/TC/26 Rev00

Job Title:	Laundry Valet	Level:	1
Reporting to:	Laundry/Linen Supervisor	Date:	06/01/2025
Responsible for:	Linen/Guests Laundry		

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 have good knowledge of laundry skills, communicates in English, and flexible to work different shifts. Receive, sort, count, wash, dry, press and deliver the laundry (both clothing and linen)

GENERAL DUTIES :

- Answer the telephone in an efficient, courteous manner within 3 rings.
- Provides quick courteous response to express requests.
- Ensure that the guest laundry is received with a laundry slip and with full details of guest i.e., name, room number, signature.
- If any special guest request is there, update on the board and follow up to ensure requirements met.
- Express laundry & pressing to be delivered to guest with in the required time.
- All laundry upon receiving & delivery needs to be updated in the log book.
- Responsible for charging guest laundry bill to the rooms through Micros.
- Quality of the guest garments has to be checked before delivery and if any stains which is not possible to remove has to be sent with the stain card.
- DND procedure need to follow up.
- DND and No post laundries have to be handed over to the next shift.
- Completion of the discount form/void form (if any) with manager signature must be forwarded to finance.
- Responsible for maintaining the cleanliness and condition of the laundry trolleys.
- To assist colleagues during daily peak periods
- Assists in linen inventories.
- Participate in Housekeeping meetings and make suggestions for improvements to the Executive Housekeeper/Laundry manager
- Participates in the multi – skilling philosophy of the department
- To respond to changes in the department function as dictated by the Industry, Company and Hotel
- Carries out any other requests by the housekeeping leaders

Administration

- Ensures that all paperwork done on each shift is completed and filed.
- Ensure all staff are using correct procedures during the course of their shift.
- Preparation of reports signed off by uniform attendant and Supervisor on shift.

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- Ensure paper communication is signed by appropriate person.
- Filing of documentation is in order.
- Stock take of non-uniform supplies is tracked.
- Laundry reports are correct, signed and filed.

Financial and Revenue Responsibilities

- Is aware of and adheres to cost saving initiatives of the department.
- Adheres to and is aware of costs savings regarding linen, equipment, and chemicals.
- Is aware of cost implication of items taken/broken by guests/colleagues and how this reported.
- Is aware of and actively participates in the Hotels environmental policy and procedures.

Training and Talent & Culture

- 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

- Demonstrates an excellent understanding of the principles of providing excellent customer service. This includes customer needs assessment, meeting quality standards for service, and evaluation of customer satisfaction.
- Remaining customer focused at all times and being aware of the needs of the customer.
- Demonstrating the ability to remain calm in stressful/difficult situations and remaining polite and courteous at all times.

Engineering

- Reports any maintenance issues immediately
- Assist with preventative maintenance programmers

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.

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.

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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! **#BELIMITLESS**