

MERCURE

HOTEL

JOB DESCRIPTION

DUBAI BARSHA HEIGHTS

F/TC/26 Rev00

Job Title:	Long Term Supervisor	Level:	3
Responsible for:	Long Term Guest Services	Date:	04/09/2025

OBJECTIVE:

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

MAIN DUTIES:

Administration

- Supervise and Ensure that the hotel's property management system are updated correctly for Check-In, Check Out, Payment, Requests Preferences, Profile Management ,Cashiering and audits are complete as per policy.
- Lead all Long Term employees by example at all times and to create a challenging and fun environment for all staff to work in.
- All Associates 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 Associates may be assigned to other duties in the hotel as and when required by business levels.
- Handling and follow up on all Long term enquiries and confirming queries into bookings.
- Handles complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- Maintains high visibility in public areas during peak times
- Performs Front Desk duties in high demand times
- Supervises and manages employees. Manages all day-to-day operations. Understands employee positions well enough to perform duties in employees' absence.
- To coordinate and supervise all activities of the front desks, to ensure efficient, prompt, courteous, consistent quality and proactive service for all our guests

Financial and Revenue Responsibilities

- Ensures cash management is correctly handled
- Ensures that the pricing policy and internal audit procedures are duly applied
- Makes sure that the hotel's pricing policy and sales pitches are duly applied in order to optimise REVPAR
- Motivates and drives the team to attain the department's targets
- Ensures all enquires at Long Term are handled in a professional way and answer promptly
- Actively promote all ongoing incentive programs

Training and Talent & Culture

- Provide employees with guidance in handling difficult or complex problems and in resolving escalated complaints or disputes.
- Evaluate employees' job performance and conformance to regulations and recommend appropriate personnel action
- Train and instruct employees in job duties and company policies, providing support for skills development.

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- Ensures that employees are well presented (uniforms, personal hygiene etc.)
- Develops employees' motivation and team spirit by creating a good working atmosphere
- 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

- Organizes the customer welcome and ensures guests have a smooth running stay at the hotel.
- Resolve customer complaints and answer customers' questions regarding policies and procedures
- Develops high quality relationships with guests, from the moment they arrive and throughout their stay, in order to foster loyalty
- Anticipates guests' needs and preference, build relation with guest ,seek guest stay feedback to ensure that guest stay is comfortable
- Handles any guest complaints that cannot be settled directly by team members and provides a rapid solution.
- To coordinate and supervise all activities of the front desks, to ensure efficient, prompt, courteous, consistent quality and proactive service for all our guests
- Conveys the hotel image.

Miscellaneous

- To work together with all other Front Office sections and hotel departments and to ensure that all Reception employees fully cooperate with staff from other sections and hotel departments at all times.
- All associates 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 associates" 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.

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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**