

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

F/TC/26 Rev00

Job Title:	Butler	Level:	1
Reporting to:	Front Office Manager	Department:	Front Office - Rooms
Responsible for:	Operation in Executive floors	Date:	November 14, 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 :

Administration

- Maintain daily activity logs and guest interaction records.
- Coordinate with Front Office and Housekeeping for room readiness and special requests.
- Manage inventory of in-room supplies and amenities.
- Ensure proper handling and storage of guest belongings.
- Prepare reports on guest preferences, VIP arrivals, and special events.
- Refer to operations manual (SOPs) for details if required

Financial and Revenue Responsibilities

- Handle guest billing for in-room services (butler, dining, laundry, etc.) accurately.
- Monitor and report on consumption of minibar items, in-room dining, and other chargeable services.
- Suggest and implement personalized upsell opportunities for suites and additional services.
- Ensure proper handling of cash, credit card transactions, and vouchers.
- Maintain records of financial transactions for auditing purposes.
- Refer to operations manual (SOPs) for details if required
- Offer a limited-time upgrade or a package deal:
e.g., "Add butler service for only AED X per night and enjoy exclusive personalized service."
- Combine with room upgrades or loyalty points

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.

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a. Training & Standards

All butlers must undergo training in:

- Etiquette & protocol
- Loyalty program
- Wine & cigar knowledge
- Fine dining and in-room dining presentation
- Housekeeping basics (packing/unpacking, fabric care)
- Concierge knowledge (city, shopping, cultural awareness)
- Grooming and communication skills

Service standards must follow the five pillars:

- Personalization
- Discretion
- Anticipation
- Consistency
- Professionalism

Guest Service Responsibilities

➤ Pre-Arrival:

- Coordinate with Reservations for guest profile, preferences, and purpose of visit.
- Ensure suite readiness (room check, amenities, welcome note, minibar set-up).
- Arrange personalized touches (flowers, pillow menu, dietary requests, etc.).

➤ Arrival & Check-in:

- Meet guest at arrival point (airport, lobby, or entrance).
- Escort guest directly to the suite for in-room check-in.
- Offer welcome drink, unpack luggage if guest desires.

➤ During Stay:

- Handle guest's personal requests (restaurant bookings, transport, shopping, tours, SPA, etc.).
- Coordinate in-room dining, laundry, pressing, and shoe-shining.
- Provide daily room refresh, turndown personalization, and minibar adjustments.
- Anticipate needs (e.g., preparing morning tea/coffee at preferred time, arranging meeting setup, etc.).

➤ Departure:

- Assist with packing, luggage, and final arrangements.
- Coordinate smooth checkout in-room or discreetly at Front desk.
- Arrange transport.
- Leave personalized farewell note.

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➤ **Additional key focus areas:**

- VIP Guest Liaison – act as the main point of contact for VIP guests.
- Concierge Support – assist with reservations, transport, tours, and personalized experiences.
- Event Assistance – support in-suite or hotel events for guests.
- Guest Feedback – collect and report guest feedback to improve service quality.

Miscellaneous

- Coordinate with other departments for smooth guest experience across the hotel.
- Monitor and maintain the condition of Executive Floor equipment and supplies.
- Assist in training new butlers and temporary staff as required.
- Participate in special projects, promotions, or events as assigned by management.
- Ensure compliance with all hotel policies and procedures related to guest service and operational standards.
- Refer to operations manual (SOPs) for details if required
- 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.
- Never disclose guest details, movements, or preferences to unauthorized staff.
- Always knock and wait before entering room.
- Avoid unnecessary conversation unless guest engages.

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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**