

# MERCURE

## HOTEL

### JOB DESCRIPTION

DUBAI BARSHA HEIGHTS

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|-------------------------|--------------------|---------------|------------|
| <b>Job Title:</b>       | Reservations Agent | <b>Level:</b> | 1          |
| <b>Responsible for:</b> | Reservations       | <b>Date:</b>  | 25-11-2025 |

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### OBJECTIVE:

Every Mercure team member is a "Heartists". 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

- Follows up the administration of reservations very thoroughly, making check-in operations easier for the front desk team
- Transforms a request for information into a potential reservation as soon as there is an opportunity
- Presents the brand and/or Group's loyalty programme to customers; adapts the sales pitch to each customer
- Counters any objections with a suitable and structured sales argument; passes on any questions that cannot be answered to his/her superior
- Handles reservations by applying the various step-by-step processes defined by the brand
- Enters reservation details precisely and correctly
- Ensures that information is passed on to the people concerned
- Confirms the reservation; takes care over written communications

#### Financial and Revenue Responsibilities

- Provides answers that are adapted to customers' needs, taking the accommodation possibilities into account
- Rapidly identifies the new customer and modifies the sales pitch accordingly
- Informs customers about the services on offer at the hotel and encourages use
- Is familiar with the local area around the hotel, including the competition
- Suggests other Mercure or Accor hotels to customers if the hotel is full

#### 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

- Provides a friendly and personal welcome for guests
- Makes every effort to meet customers' needs to conclude a sale

#### Skills / Qualities

- Guest oriented and service minded
- Good listening and analytical skills, attentive
- Commercial know-how
- Diplomacy and self-control
- Self-confidence
- Dynamic
- Confident speaking skills
- Excellent telephone manner

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- Ability to work well under pressure
- Good team player

### 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

#### 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.

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#### **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! **#BELIMITL**