

MERCURE

HOTEL

JOB DESCRIPTION

DUBAI BARSHA HEIGHTS

F/TC/26 Rev00

Job Title: Sales Manager – Leisure **Level:** 5

Responsible for: CIS Market **Date:** 22/12/25

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:

Main Responsibilities

- Maintain a high level of exposure for the hotel in major market (CIS) through direct sales solicitation, telephone, e-mail, written communication.
- Reports to Assistant Director of Sales – Leisure (ADOS), works closely with ADOS on strategy preparation and execution
- Maintain close business relationships with existing clients through key sales activities.
- Sales calls to the key partners minimum 2-3 meetings a day
- Conduct site inspections as per the clients request
- Entertain the key partners on property when required
- Develop and lead the strategy for CIS market together with ADOS, prepares action plan on quarterly basis
- Cultivate and develop new business relationships through key sales activities.
- Analyse the Leisure segment performance based on segmentation objectives & strategies.
- Conduct competitor surveys and recommend strategies based on market intelligence.
- Reviews Leisure account and recommends actions in terms of rates, production, contract renewals.
- Analyse other factors that affect production i.e. internal, external factors and recommends actions required.
- Demonstrate strong negotiation skills to maximize hotel profit in all revenue producing areas.
- Respect the Hotels SOPs and punctuality.

Administration

- Closely follows up on all business leads within a 24 hour response timeline to clients.
- Prepares contracts and send out the offers to the partners
- Produce necessary reports using OPERA PMS and Easy RMS when required
- Prepares complimentary forms, ENT forms, vouchers and other administrative tasks when required
- Assists on raising PR in Microfax if needed
- Respect the Hotels SOPs and punctuality.
- Effectively and efficiently updating all sales activities, reports and feedback.

Financial and Revenue Responsibilities

- Maintains rate integrity of the hotel and maximizes revenue opportunities.
- Achieving the revenue and room nights target set and established together with ADOS

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Training and Talent & Culture

- Perform all duties and responsibilities in a timely and efficient manner. Maintain the highest standards of professionalism and attitude towards all internal & external guests.
- Develop and maintains close working relationship with all departments throughout the hotel.
- 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.

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! **#BELIMITLE**