

JOB DESCRIPTION

Job Title:	Kids Club Attendant	Level:	1
Responsible for:	Kids Club	Date:	28 July 2026

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 Accor brand values.

MAIN DUTIES :**Administration**

- Preparation of Kids club daily logbook or any related requirements.
- Recording and reporting of all injuries and incident to the Recreation Supervisor & Assistant Recreation Manager.
- Recording of all sold items ex. Art and craft etc.
- May be asked to help with inventories.

Financial and Revenue Responsibilities

- Ensure proper payment is received for the use of Kid's Club
- To promote paid Kids club related services to the guest and to their kids.
- To help the department on reaching the Annual budget goals requirements.
- To help control department expenses by looking after the kid's club equipment's properly and report any small maintenance issue that may lead to entire equipment replacement.

Training and Talent & Culture

- Participates to any job-related training conducted or required by the HOD and Training department.
- 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

- Conducts all activities in a positive and professional manner
- Ensure guests' safety and satisfaction while using our Kids club facilities.
- Provide childcare to children including paging parent/guardian if necessary to assist with discipline issues and attending to personal needs.
- Participate and entertain children with games or other approved activities
- Administer first aid to children in accordance with company policy
- Guarantee that kids are met with warmly care during their stay.
- Responsible for the smooth operation in the kid's club.
- Making sure on greeting every guest entering the kids club and giving them tour if necessary.
- To give proper instructions and to assist the kids when needed.

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

- Provides a friendly and personalized welcome for guests.
- Offers an attentive service to guests, adapting to any constraints.
- Heeds any remarks made by guests and ensures follow-up.
- Promotes paid kids club services.
- Conveys the image of the hotel.

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:

- Child Care
- Cardiopulmonary Resuscitation (CPR)
- 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

JOB DESCRIPTION

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**