

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

F/TC/26 Rev00

Job Title:	Bar Hostess	Level:	3
Reporting to:	Bar Manager	Department:	Food & Beverage
Responsible for:	N/A	Date:	22 September 2026

OBJECTIVE:

- To provide a warm and efficient guest experience by managing reservations, seating, guest inquiries, and dining operations while maintaining high standards of service, cleanliness, communication, and guest satisfaction, and ensuring smooth coordination between guests and the restaurant team.
- To represent Mercure's brand and its values at all times, to establish relationships and to deliver an exceptional guest experience and promote the French Elegance.

KEY DUTIES & RESPONSIBILITIES :

Main Duties :

- Greet the guests, escort to the table and assign guests to tables suitable for their needs and according to rotation so that servers receive an appropriate number of seatings.
- Provide guests with menus and maintain contact with kitchen staff, management, serving staff, and Guests to ensure that dining details are handled properly and customers' concerns are addressed.
- Inspect dining and serving areas to ensure cleanliness and proper setup is maintained throughout the operational time.
- Inform guests of establishment specialties and features.
- Speak with guests to ensure satisfaction with food and service, to respond to complaints, or to make conversation.
- Greet the guest upon departure with a warm farewell.
- Makes herself familiar with all menus, promotions, and other relevant issues concerning the outlet (product knowledge).
- Answer telephone calls within 3 rings and respond to inquiries or transfer calls and follow up.
- Maintain a clean reception area through out.
- Inspect restrooms for cleanliness and availability of supplies, and clean restrooms when necessary.
- Receive and record patrons' dining reservations and update it in the database.
- Take and prepare to-go orders.
- Operate cash registers to accept payments for food and beverages if required to assist the servers when they are busy.
- Direct patrons to coatrooms and waiting areas, such as lounges if required.
- Supervise and coordinate activities of dining room staff to ensure that patrons receive prompt and courteous service.
- To promote efficiency, confidence, courtesy and an extremely high standard of social skills.

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- To generally promote and ensure good inter-departmental relations.
- To display a pleasant manner and positive attitude at all times and to promote a good company image to guests and colleagues.
- To demonstrate pride in the workplace and personal appearance at all times when representing the hotel thus identifying a high level of commitment.
- To adhere to Company and Hotel rules and regulations at all times.

MISCELLANEOUS:

- To report any equipment failures/problems to the Maintenance Department and place it on message box and follow up.
- To participate in any Training/Developments schemes as recommended by senior management.
- To assist the Bar Manager in any task outlined/detailed by him/her.
- To comply with any reasonable request made by management to the best of your ability.
- Updating Accor points
- Highlight the matches on the weekly sport schedules and send it to marketing team.
- Inform the team on the matches for the day and allocate the channels accordingly
- Update signboard, Notice board, daily specials / promotion on daily basis.
- Call and invite guest through guest database by informing them our daily promotions or specials
- Making sure all the menu (QR code promotion cards) are clean and tidy as per the requirements.
- Updating outlet menu if there's any changes such as prices etc. as per requirements and coordinate with marketing team accordingly.
- Update promotions and discount folders
- Taking minimum 10 Zonke positive reviews per day
- Attends all regular departmental briefings and contributes to an open communication within the assigned team
- Familiar with the company's internal policies and safety procedures
- Sports equipment monitoring and monthly inventory and ordering if required
- Preparing the monthly attendance sheet to share it to the HR for pay roll purpose.
- Heartist is 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.
- Heartist 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

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- 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.

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.

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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**
