

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

F/TC/26 Rev00

Job Title:	Bartender	Level:	1
Reporting to:	Bar Supervisor	Department:	Food & Beverage
Responsible for:	N/A	Date:	22 September 2026

OBJECTIVE:

- To deliver exceptional beverage service by ensuring high standards of guest satisfaction, product knowledge, hygiene, inventory control, and bar operations, while maximizing sales and revenue through efficient service, upselling, and adherence to hotel standards and procedures.
- 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 :

- Perform all necessary tasks to serve beverages according to the standard operating procedures of the Hotel
- Check Guest identification and confirms the legal drinking age before serving if needed.
- Interact with the guests and takes orders and serve them with a smile.
- Assess guests needs and preferences and make recommendations to boost up the sale with upselling techniques.
- Makes himself / herself familiar with all menus, promotions, and other relevant information concerning the outlet (product knowledge).
- Achieve total Guest satisfaction and organizational profitability through effective utilization of all resources.
- Delight the Guest by offering trend setting and innovative products and services and contribute to sales activities and assist in maximizing revenue
- Set up the bar and prepare all mise-en-place for service.
- Clean the bar and all equipment to the required standards and maintain this cleanliness throughout service (HACCP)
- Make sure the Beverage inventory is conducted without fail. (Daily- fast moving, Weekly - Entire stock, Monthly - Entire stock)
- Makes sure that the Beverage requisitions are placed as per the required stock.
- Extend prompt services to all Guests and treat Guests and colleagues in a polite and courteous manner
- Comply with the hotel environmental, health and safety policies and procedures.
- To promote efficiency, confidence, courtesy and an extremely high standard of social skills.
- To follow opening or closing checklist as per the duty allocated.
- To make sure FIFO is followed without fail.
- 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.

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- 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.
- To make sure Storage areas and Chillers are cleaned on regular basis.
- To make sure keg room is checked on daily basis and deep cleaned once in a week.
- To make sure the monthly physical inventory is conducted along with the cost controller and variance justification is given.

MISCELLANEOUS:

- Report equipment malfunctions promptly to the Maintenance Department.
- To report any equipment failures/problems to the Maintenance Department.
- To pass any maintenance requests to the Maintenance Department.
- 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.
- To co – ordinate with the bar manager and supervisor to update the beverage par stock as per the requirement
- To update the expiry checklist monthly and push sales for the nearby expiry items by informing the team on daily basis.
- To follow up with MMI and A&E technician for Draught beer line cleaning.
- 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
- 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.

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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**