

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

F/TC/26 Rev00

Job Title:	Bell Captain	Level: 1
Reporting to:	Chief Concierge	Department: Front Office
Responsible for:	Bellman	Date: 22 September 2026

OBJECTIVE:

- To lead and coordinate Concierge Services operations, ensuring efficient luggage handling, smooth guest arrivals and departures, and warm, professional service while maintaining high standards of guest satisfaction and team performance.
- 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 :

- Attend all guest calls for Bell stand / Door Services related services
- For any guest requests follow up call to be made back to the guest to verify complete satisfaction.
- Anticipates guests' needs and takes them into consideration
- To ensure that the privacy of the guests and the confidentiality of the information is respected
- Guest messages are distributed properly and accurately.
- Greet all guests in the lobby in a warm and professional manner, make them feel welcome.
- Recognize all returning and VIP guests, and welcome them back.
- To respect schedules, terms and deadlines as agreed with the Management
- To assign duties and responsibilities to subordinates and to assist them in their duties.
- To ensure appropriate stock level for the smooth run of the Concierge operations and to prepare requisitions accordingly.
- Applies and actively supports the hotel's pricing policy in order to increase REVPAR
- Promotes the brand and/or Group loyalty programme, adapting the sales pitch to suit the guest's needs
- Promotes the hotel's range of services in order to increase sales
- Provide employees with guidance in handling difficult or complex problems and in resolving escalated complaints or disputes.
- Evaluate employees' job performance and conformance to regulations and recommend appropriate personnel action
- Train and instruct employees in job duties and company policies, providing support for skills development.
- Ensures that employees are well presented (uniforms, personal hygiene etc.)
- Develops employees' motivation and team spirit by creating a good working atmosphere
- 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.

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MISCELLANEOUS

- Ensure that hotel shuttle bus service and airport transfer are carried out smoothly and properly
- To call the Chief Concierge or FOM for advice in serious cases or if an approval is required.
- Keep working area, clean and tidy always.
- 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! **#BELIMITLESS**