

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

F/TC/26 Rev00

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

OBJECTIVE:

- To deliver outstanding customer service in the hotel restaurant by providing prompt, friendly, and efficient food and beverage service while maintaining high standards of hospitality, cleanliness, and guest satisfaction.
- 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 :

- Attend all assigned training sessions to continuously enhance knowledge of departmental SOPs, guest service standards, food and beverage products, grooming standards, and effective up-selling techniques.
- Perform all operational duties as assigned by the immediate Supervisor, including outlet setup, side station preparation, equipment polishing, deep cleaning, and table arrangement according to established standards.
- Engage professionally with guests by welcoming them warmly, presenting menus, providing recommendations, accurately taking orders, and efficiently processing payments.
- Maintain impeccable personal grooming and ensure the correct uniform is worn at all times in accordance with hotel standards.
- Assist in the timely preparation and opening of the assigned outlet, ensuring all operational checklists and service standards are completed before service begins.
- Welcome and escort guests in coordination with the hostess to ensure a smooth and pleasant seating experience.
- Ensure the outlet entrance and host stand remain attended throughout operating hours.
- Build professional and courteous relationships with guests while maintaining the highest level of discretion and hospitality.
- Maintain thorough knowledge of all menus, daily specials, promotions, allergens, and beverage offerings to confidently assist guests.
- Regularly inspect the dining area and promptly report any maintenance, cleanliness, or safety concerns to the immediate Supervisor.
- Handle guest complaints professionally and courteously, resolving concerns whenever possible and referring complex issues to the Supervisor.
- Prepare all required mise en place to ensure efficient and seamless service throughout the operating period.
- Attend daily briefings and departmental meetings, actively sharing operational updates and guest feedback.

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- Support the achievement of departmental revenue targets through effective up-selling, cross-selling, and minimizing wastage and breakage.
- Demonstrate a sound understanding of hotel policies, service procedures, company standards, and workplace safety requirements.
- Provide operational support to other F&B outlets or hotel departments whenever business demands require.
- Maintain full responsibility for the assigned cashier's float, ensuring compliance with all cash handling and audit procedures.
- Ensure every food and beverage transaction is accurately entered into the POS system to prevent revenue loss.
- Process and close all employee meals, complimentary services, and entertainment checks correctly within the POS system.
- Complete all opening and closing cashier documentation accurately, including Night Auditor logbook entries and transaction records.
- Operate the POS system efficiently, including order entry, bill splitting, table transfers, room charges, credit card processing, cash payments, and city ledger postings.
- Prepare accurate cashier summaries at the end of each shift and reconcile all cash and POS transactions.
- Verify and reconcile credit card transaction reports with physical receipts and POS records.
- Prepare cash deposits accurately, complete deposit documentation, and deposit funds securely in the Front Office safe in the presence of an authorized witness.

General Responsibilities:

- Promote efficiency, professionalism, courtesy, and exceptional interpersonal skills at all times.
- Foster positive working relationships and effective communication between departments.
- Maintain a positive attitude and professional demeanor while representing the hotel to guests and colleagues.
- Demonstrate pride in personal appearance and the workplace, reflecting commitment to the Mercure brand.
- Comply with all company policies, hotel procedures, and regulations at all times.

MISCELLANEOUS:

- Report equipment malfunctions promptly to the Maintenance Department.
- Forward maintenance requests to the appropriate department without delay.
- Participate in training and development programs as recommended by management.
- Assist the Duty Manager with operational tasks whenever required.
- Carry out any reasonable duties assigned by management to support hotel operations.
- 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.

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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

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.

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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**