

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

F/TC/26 Rev00

Job Title:	Duty Manager	Level: 4
Reporting to:	Assistant Front Office Manager	Department: Front Office
Responsible for:	Front Desk Agents Telephone Operators	Date: 30 October 2026

OBJECTIVE:

- To oversee and ensure the smooth and efficient operation of the Front Office department by maintaining high standards of guest service, operational excellence, and revenue performance.
- To lead, motivate, and develop the Front Office team while ensuring compliance with hotel policies, procedures, and brand standards.
- To enhance guest satisfaction and loyalty through proactive service, effective complaint resolution, and seamless coordination with all hotel departments, while maximizing revenue opportunities and ensuring accurate financial and operational controls.
- 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 :

Administration

- To coordinate and supervise all activities of the front desks, to ensure efficient, prompt, courteous, consistent quality and proactive service for all our guests
- Ensures and review that the pricing policy and internal audit procedures are duly applied.
- To work together with all other Front Office sections and hotel departments and to ensure that all Reception employees fully cooperate with staff from other sections and hotel departments at all times.
- Keeps track of the standard of services delivered, based on guest comments and quality audits.
- Updates and checks that information in the directory and e-directory is up-to-date
- Address all guest concerns, find solutions and bring them to the attention of Rooms Division Manager

Financial and Revenue Responsibilities

- Actively promote all ongoing incentive programs, motivates and drives the team to attain the department's targets
- Makes sure that the hotel's pricing policy and sales pitches are duly applied in order to optimise REVPAR
- Reviewing and action on daily basis the High Balance, Room Deposits, city ledgers, Refunds, Rebates, Audits. Daily report needs to be verified and to be send to all concern department on daily basis.

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- Review and ensure that the hotel's property management system (PMS) is updated correctly for Check-In, Check Out, Payment, Requests Preferences, Profile Management, Cashiering and audits are complete as per policy.

Training

- Provide employees with guidance in handling difficult or complex problems and in resolving escalated complaints or disputes
- 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)
- Evaluate employees' job performance and conformance to regulations and recommend appropriate personnel action
- Develops employees' motivation and team spirit by creating a good working atmosphere
- Train and instruct employees in job duties
- 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.
- Conduct on job trainings for the staff.

Guest Service Responsibilities

- Organizes the guests welcome and ensures guests have a smooth-running stay at the hotel.
- Resolve guest complaints and answer guests questions regarding policies and procedures
- Develops high quality relationships with guests, from the moment they arrive and throughout their stay, in order to foster loyalty
- Anticipates guests' needs and preference, build relation with guest, seek guest stay feedback to ensure that guest stay is comfortable.
- Handles any guest complaints that cannot be settled directly by team members/Supervisor and provides a rapid solution and ensure high level of customer service is maintained
- Conveys the hotel image.

MISCELLANEOUS:

- Implement corporate and departmental policies, procedures, service standards and maintaining the Customer Feedback system.
- 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**