

# MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

## **JOB DESCRIPTION – FRONT DESK AGENT**

Every Mercure team member is an “Associate”. An associate represents Mercure’s brand and its values, at all times. The Mercure associated will establish relationships and foremost, the Mercure Associate will deliver an exceptional guest experience and promote the French Elegance.

### **What you will be doing?**

- Demonstrate Mercure’s brand service standards in all interactions.
- Ensure that Colleagues working in the team follow the Mercure’s standards
- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Inform customers about payment methods and verify their credit card data
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms
- Provide information about our hotel, available rooms, rates and amenities
- Respond to clients’ complaints in a timely and professional manner
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests’ needs
- Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests
- Upsell additional facilities and services, when appropriate
- Maintain updated records of bookings and payments

### **Your Experience and Skills**

- 2/3 years work experience as a Hotel Front Desk Agent, Receptionist or similar role
- Experience with hotel reservations software, like, OPERA Cloudbeds and RoomKeyPMS
- Understanding of how travel planning websites operate, like Booking and TripAdvisor
- Customer service attitude
- Excellent communication and organizational skills
- Degree in hotel management is a plus

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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 travelers 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.

## **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**