
Job Title:	Bellman	Level:	1
Reporting to:	Head Of the Department	Department:	Front Office
Responsible for:	Guest Services-Concierge	Date:	October 09, 2024

OBJECTIVE:

Every Mercure team member is a "Heartist". A Heartist represents Mercure's brand and its values, at all times. The Mercure Heartist will establish relationships and foremost, the Mercure Heartist will deliver an exceptional guest experience and promote the French Elegance.

MAIN DUTIES:**Administration**

- To respect schedules, terms and deadlines as agreed with the Management
- To ensure Trolleys, Luggage room, desk area, inside the lobby, lobby entrance/around the area is cleaned.
- To ensure appropriate stock level for the smooth run of the Concierge operations advise Bell captain to prepare requisitions accordingly.
- Perform any other works as and when assigned by the Seniors/Management

Financial and Revenue Responsibilities

- Promotes the hotel's range of services in order to increase sales
- 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.

Training and Talent & Culture

- Whenever possible to attend & enrol in Hotel & department training.
- Ensure that relevant training hours completed per month as per hotel training policy.
- 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.

Guest Service Responsibilities

- Greet all guests in the lobby in a warm and professional manner, make them feel welcome and anticipate their needs before they arise.
- Assist guests with their luggage and acknowledge them by name.
- Anticipates guests' needs and takes them into consideration
- To ensure that the privacy of the guests and the confidentiality of the information is respected
- Make deliveries to guest rooms as instructed
- Offer assistance to all guests and provide them with information requested and directions
- Recognize all returning and VIP guests, and welcome them back. .

Miscellaneous

- Ensure the lobby, bell closet and work areas as well as departmental equipment are clean and presentable at all times.
- Errand cards are filled in for all movements (Check-in, Check-out, Left luggage etc.).
- Be aware of daily hotel activities, group and VIP arrivals. Communicate with team members.
- Store and retrieve luggage and other objects for guests.
- 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

- 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

JOB DESCRIPTION

MERCURE
HOTEL
DUBAI BARSHA HEIGHTS

NOTE

This document reflects the job content at time of writing and will be subject to periodic change in the light of changing operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

Heartist Name:

Head of Department Name:

Date:

Date:

Heartist Signature:

Head of Department Signature:
