

## JOB DESCRIPTION

<b>Job Title:</b>	Front Desk Supervisor	<b>Level:</b>	3
<b>Reporting to:</b>	Asst. Front Office Manager	<b>Department:</b>	Front Office
<b>Responsible for:</b>	Guest Services	<b>Date:</b>	08/10/2024

---

### 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

- Provide direction and feedback to heartists during shifts
- Schedule employee shifts and assign duties
- Manage time-off requests and handle last-minute absences
- Inspect equipment and communicate the need for repairs or replacements to management
- Check cash drawers
- Ensure health and safety standards are followed
- Address customer and employee complaints
- Resolve conflicts between workers
- Foster and maintain a positive work environment
- To coordinate and supervise all activities of the front desks, to ensure efficient, prompt, courteous, consistent quality and proactive service for all our guests

#### Financial and Revenue Responsibilities

- To know the correct way to upsell creating the opportunity to maximize revenue.
- Responsible for the development of a marketing plan.
- Promotes the brand and/or Group loyalty programme, promote hotel Food and Beverage outlets and anticipate the guest need and pitch the sales.
- To be responsible for a cashiering float in accordance with company procedure and to inform any overage/shortage to the Shift Leader/Duty Manager.
- Cashier procedure to be followed as per Hotel Policy.

#### Training and Talent & Culture

- 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.

#### Guest Service Responsibilities

- Organizes the customer welcome and ensures guests have a smooth running stay at the hotel.

## **JOB DESCRIPTION**

- Resolve customer complaints and answer customers' 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 and provides a rapid solution.
- To coordinate and supervise all activities of the front desks, to ensure efficient, prompt, courteous, consistent quality and proactive service for all our guests
- Conveys the hotel image.

## **Miscellaneous**

- 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.
- All Heartist s 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 Heartist s" 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

**JOB DESCRIPTION**

**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:**

---

---