

# MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

## JOB DESCRIPTION

F/TC/26 Rev00

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<b>Job Title:</b>	Kitchen & Laundry Technician	<b>Level: 1</b>
<b>Reporting to:</b>	Shift Supervisor/Maintenance Manager/ Asst. Chief Engineer/ DOE	
<b>Department:</b>	Engineering	
<b>Responsible for:</b>	Engineering Department	<b>Date:</b> 14/10/2024

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### 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:

- Responsible for the proper maintenance and repair of all kitchen equipment's to ensure its operation and reliability.
- Undertake kitchen repairs, servicing and refurbishment to all hotel equipment's and to the required standard.
- Conduct regular planned maintenance as requested.
- Record details of work completed, purchase requisitions, stores requisitions and other workshop documentation in an accurate and timely manner.
- Operate the safety "Tag Out" system.
- Liaise with and assist providers of specialist kitchen support services, for example, contractors and suppliers.
- Observe the provisions of the relevant policies and procedure (POMEC) for hotel.
- Ensure that Health, Safety & Environment policy and procedures and all relevant health, safety environmental legislation are observed.
- Undertake all duties and responsibilities in accordance with the relevant work rules and standards.
- Responds immediate to all work requests which concern Health and Safety.
- Responds to guest requests promptly in a professional and courteous manner.
- Completes all work orders with due diligence.

### Other

- Upgrade electrical circuitry drawings to reflect modifications/additions.
- Effective use of Building Management System (BMS) and Quality Engineering Management System (QEMS).
- Contribute to the continuous improvement process and to the meeting of business objectives.
- Work with mechanical, electrical technicians, plumbers and other technicians whenever required to do so.
- Assist with the other Departments.
- Any other duties assigned by Supervisor.
- Other tasks as directed by management.

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### Training and Talent & Culture

- 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.

### Miscellaneous

- 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

- 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

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### 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:**

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**Date:**

**Date:**

**"Heartist" Signature:**

**Head of Department Signature:**

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