

JOB DESCRIPTION

Job Title:	Kids Club Attendant	Level:	1
Reporting to:	Recreation Supervisor	Department:	Recreation
Responsible for:	Kids club	Date:	14 October 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 Accor brand values.

MAIN DUTIES:

Administration

- Preparation of Kids club daily logbook or any related requirements.
- Recording and reporting of all injuries and incident to the Recreation Supervisor & Assistant Recreation Manager.
- Recording of all sold items ex. Art and craft etc.
- May be asked to help with inventories.

Financial and Revenue Responsibilities

- Ensure proper payment is received for the use of Kid's Club
- To promote paid Kids club related services to the guest and to their kids.
- To help the department on reaching the Annual budget goals requirements.
- To help control department expenses by looking after the kids club equipment's properly and report any small maintenance issue that may lead to entire equipment replacement.

Training and Talent & Culture

- Participates to any job related training conducted or required by the HOD and Training department.
- 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

- Conducts all activities in a positive and professional manner
- Ensure guests' safety and satisfaction while using our Kids club facilities.
- Provide childcare to children including paging parent/guardian if necessary to assist with discipline issues and attending to personal needs.
- Participate and entertain children with games or other approved activities
- Administer first aid to children in accordance with company policy
- Guarantee that kids are met with warmly care during their stay.
- Responsible for the smooth operation in the kids club.
- Making sure on greeting every guest entering the kids club and giving them tour if necessary.

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

- To give proper instructions and to assist the kids when needed.
- Provides a friendly and personalized welcome for guests.
- Offers an attentive service to guests, adapting to any constraints.
- Heeds any remarks made by guests and ensures follow-up.
- Promotes paid kids club services.
- Conveys the image of the hotel.

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:

- Child Care
- Cardiopulmonary Resuscitation (CPR)
- 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:

Date:

Heartist Signature:

Head of Department Name:

Date:

Head of Department Signature:
