

## JOB DESCRIPTION



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**Job Title:** Bellman

**Department:** Front Office

**Responsible for:** Guest Services-Concierge

**Date:** 12 December 24

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Job Summary: The Bellman is a key member of the hotel's front-of-house team, providing exceptional customer service by assisting guests with their luggage, guiding them through the hotel, and ensuring a welcoming and smooth check-in and check-out process. The Bellman plays a vital role in ensuring the comfort and satisfaction of guests by providing a first impression of the hotel's level of service and hospitality.

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### Key Responsibilities:

**1. Guest Reception and Assistance:**

- Greet guests warmly upon arrival and assist with unloading luggage from vehicles.
- Escort guests to their rooms, explaining hotel amenities and providing any relevant information (e.g., location of elevators, restaurant hours, etc.).
- Ensure that guests are settled comfortably in their rooms and offer assistance with unpacking if requested.

**2. Luggage Handling:**

- Safely transport luggage to and from guest rooms, ensuring proper handling to prevent damage.
- Store guest luggage in a safe, organized manner when guests arrive before check-in or leave after check-out.
- Handle guest packages, parcels, and deliveries promptly and securely.

**3. Hotel Information & Concierge Support:**

- Provide guests with information about hotel facilities, services, and nearby attractions.
- Assist guests with arranging transportation (taxis, shuttles, car rentals) and making restaurant reservations or booking tours.
- Offer recommendations for local dining, shopping, and entertainment options.

**4. Guest Interaction & Satisfaction:**

- Maintain a friendly, approachable, and professional demeanor at all times.
- Respond to guest inquiries, concerns, or requests in a timely and courteous manner, ensuring guest satisfaction.
- Assist with special guest requests, such as room changes, additional amenities, or other personalized services.

**5. Room Inspection & Setup:**

- Ensure that rooms are prepared for guest arrival by checking room conditions and ensuring that amenities are properly arranged.
- Notify the Front Desk or Housekeeping if any issues or discrepancies are found in the guest rooms.

**6. Handling Hotel Equipment and Supplies:**

- Assist with the transportation of hotel supplies, including deliveries, and ensure that the hotel's equipment is maintained in good working condition.
- Help with the setup of meeting rooms or event spaces when required.

**7. Maintaining a Safe and Clean Environment:**

- Follow hotel procedures for maintaining cleanliness and safety standards in public spaces, including the lobby, guest elevators, and hallways.

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- Ensure that all safety protocols are followed while handling luggage and equipment.
- 8. Supporting Other Hotel Departments:**
  - Assist Front Desk and Concierge teams as needed, including providing additional support during busy check-in/check-out times.
  - Collaborate with the Housekeeping department to ensure rooms are ready and stocked appropriately for guests.
- 9. Cash Handling and Record-Keeping:**
  - Occasionally assist with transactions or gratuities and ensure they are handled in accordance with hotel policies.
  - Maintain accurate records of guest luggage, special requests, and other related activities.

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### Skills & Qualifications:

- **Education:** High school diploma or equivalent preferred.
- **Experience:** Previous experience in customer service or hospitality is desirable, but not required.
- **Skills:**
  - Excellent communication and interpersonal skills.
  - Strong customer service orientation with a friendly and professional demeanor.
  - Ability to handle and organize luggage safely and efficiently.
  - Good physical stamina and ability to lift or carry heavy luggage (up to 50 pounds or more).
  - Basic problem-solving skills and the ability to stay calm under pressure.
  - Knowledge of hotel facilities and local area attractions.
  - Ability to work well in a team-oriented environment.

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### Physical Requirements:

- Ability to lift, carry, and transport luggage weighing up to 50 pounds.
- Must be able to stand for long periods and walk significant distances within the hotel.
- Physical stamina for handling various physical tasks throughout the shift.

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### Work Environment:

- Busy, fast-paced hotel environment, often with fluctuating guest demand.
- May require evening, weekend, and holiday shifts depending on hotel occupancy and events.

### **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

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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.

### **Disclaimer:**

**Mercure Hotel Suites & Apartments shall provide an equal opportunity in all aspects of employment and career progress when it comes to gender, nationality, religion, ethnicity, disability and shall not tolerate any illegal discrimination or harassment of any kind.**

### **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**