

# MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

## JOB DESCRIPTION

F/TC/26 Rev00

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<b>Job Title:</b>	Duty Manager	<b>Department:</b>	Front Office
<b>Responsible for:</b>	Guest Services	<b>Date:</b>	12 December 24

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At Mercure Hotel Suits & Apartment, Duty Manager to assist in the forward planning of the department which includes Reception, Front Office, Guest Relations, Concierge, and Data Administration.

### What you will be doing?

- Manage and supervise all tasks of his/her staff to ensure guests receive prompt, cordial attention and personal recognition
- Assist the Front Office Manager in all aspects of his/her duties
- Ensure repeat guests and other VIPs receive special attention and recognition
- Control room availability, room types, accuracy of room count and rate categories
- Maximize occupancy, revenue & average rate while maintaining high service standards
- Liaise with Housekeeping Department to ensure room image is maintained and the "Room Ready on Arrival" policy is adhered to
- Liaise closely with the Executive Housekeeper to ensure special guest needs, amenities and other room-related requests are met
- Be aware of credit policies and procedures and liaise closely with the Finance Department to ensure that credit procedures are properly carried out
- Know system recovery procedures
- Interpret computer reports and compile relevant statistics for front office
- Approve upgrades and special amenities in absence of manager
- Maintain inter-departmental relationships to ensure seamless customer service
- Inspect frequently for cleanliness and orderliness of the lobby, reception and cashier's desk and, on a random basis, VIP rooms prior to arrival
- Prepare efficient work and vacation schedule for Front Office Staff, taking into consideration project occupancy and forecasts and any large group movements
- Maintain appropriate staff standards of conduct, dress, hygiene, uniforms, and appearance
- Work with Finance in the preparation and management of the department's budget

### Your Experience and Skills

- At least 3-5 years of experience in Duty Manager experience in the hospitality filed.
- Knowledge of Opera Property Management System preferred
- Good organizational skills
- Good level of engagement with residents
- Ability to manage a multi-cultural workforce
- Excellent leadership & communication skills
- Display high levels of integrity, dedication and support for continuous improvement
- Flexible management style to meet the challenges of a changing work environment
- Good knowledge of the entire Front Office Operations
- Must be a self-starter, coach & mentor who can motivate the Team to perform their best

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### **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 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**