

# MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

## JOB DESCRIPTION

F/TC/26 Rev00

**Job Title:** Guest Experience Manager **Department:** Front Office

**Responsible for:** Guest Services **Date:** 17/12/2024

### Job Title: Guest Relations Manager

**Job Summary:** The Guest Experience Manager is responsible for ensuring that all guests have a memorable and enjoyable experience by providing high-quality service. This role involves overseeing guest relations operations, handling guest feedback, and leading a team to meet the needs and expectations of guests.

#### Key Responsibilities:

- 1. Guest Experience Management:**
  - Ensure exceptional service is provided to all guests by anticipating their needs and addressing any concerns promptly.
  - Handle and resolve guest complaints, issues, or special requests with professionalism and care.
  - Monitor guest feedback and conduct follow-up actions to ensure satisfaction.
- 2. Team Leadership:**
  - Supervise and manage the guest relations team, providing training, coaching, and motivation to ensure high performance.
  - Collaborate with other departments, including Front Desk, Housekeeping, and Food & Beverage, to maintain a seamless guest experience.
- 3. Communication & Coordination:**
  - Maintain open communication with guests and internal teams to ensure timely and accurate information flow.
  - Coordinate with management to implement guest service initiatives and enhance guest satisfaction.
- 4. Guest Feedback & Reporting:**
  - Collect, review, and analyze guest feedback to identify areas for improvement in services and amenities.
  - Prepare and submit reports on guest satisfaction, service improvements, and departmental performance.
- 5. VIP & Special Guests:**
  - Manage VIP guest relations, ensuring personalized services are provided.
  - Develop and maintain relationships with regular guests and high-profile visitors.
- 6. Quality Control:**
  - Monitor guest interaction standards to ensure consistency with the brand's service values.
  - Ensure all areas of guest relations, including check-in/check-out and concierge services, are operating efficiently.
- 7. Problem-Solving & Conflict Resolution:**
  - Address and resolve guest complaints or service breakdowns with professionalism, ensuring the best possible outcome for the guest and the hotel.

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### Qualifications:

- Bachelor's degree in Hospitality Management, Business Administration, or related field (preferred).
- Proven experience in a guest relations or customer service role, preferably in the hospitality industry.
- Strong leadership and team management skills.
- Excellent communication and interpersonal skills.
- Strong problem-solving abilities and conflict resolution skills.
- Knowledge of hospitality software and systems.

### Skills and Abilities:

- Exceptional customer service orientation.
- Ability to remain calm and professional under pressure.
- Proactive and detail-oriented with strong organizational skills.
- Flexibility to work in shifts, including evenings, weekends, and holidays, as required.

### Your 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 travellers 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.

### 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**