

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

F/TC/26 Rev00

Job Title:	Long Term Agent	Department:	Sales
Responsible for:	Guest Services	Date:	12 December 24

Long Term Agent

Inspiring and engaging. The Long Term Agent is responsible for assisting the Long Term Operations Manager while providing attentive courteous and efficient service to all guests prior to arrival and throughout their stay to ensure exceptional guest journey. He/she is also responsible for maximizing room revenue and occupancy.

What is in it for you:

- Employee benefit card offering discounted rates in Accor worldwide
- Learning programs through our Academies
- Opportunity to develop your talent and grow within your property and across the world!
- Ability to make a difference through our Corporate Social Responsibility activities, like Planet 21

What you will be doing:

- Assists the Long Term Operations Supervisor/ Manager in managing all aspects of the Long Term department and ensure all service standards are followed with friendly and engaging service.
- Handle guests concerns and react quickly, tracking and notifying proper areas to guarantee memorable moments for our guests
- Ensure that proper documentation and storage of the Long Term leasing files.
- Oversee day-to-day Long Term operational demands. Together with the Long Term Operations Supervisor/Manager.
- Oversee Long Term operations including room swapping, inventory types and rules, check-in, check-out, and room blocking. Ensure that all procedures and SOPs are adhered to by all Long Term team members. Promote financial accountability within the Long Term department.
- Able to make reasonable and professional decisions.
- Accurately manage cash drawer and credit card system. Communicate pertinent shift information to the next shift.

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- Ensure guest needs are responded to in a timely and efficient manner. Provide information pertaining to available services and facilities of hotel, points of interest and entertainment attractions, making reservations as needed.
- Assists Long Term Desk Supervisor/Manager in following up with the payment and contract renewal of all leasing guests.

Your experience and skills include:

- Prior experience working with Opera or a related system
- Service focused personality is essential
- Proven ability to build and maintain good relationships with all stakeholders
- Excellent communication skills; written, verbal, and presentation
- Ability to lead by example, believe in a strong team culture and set the scene for high performance
- 2 or more years of experience in a long term agent role in a 4 or 5 star full service hotel apartment.

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**