

# MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

## JOB DESCRIPTION

F/TC/26 Rev00

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<b>Job Title:</b>	Waiter/Waitress	<b>Department:</b>	F & B
<b>Responsible for:</b>	F&B Service	<b>Date:</b>	12 December 24

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The Waiter/Waitress for Café Social is responsible for providing excellent customer service to Guests in a friendly, efficient, and professional manner. This role includes taking orders, Serving food and beverages, assisting with the café's daily operations, and ensuring that Every guest has a pleasant dining experience. The ideal candidate will be passionate about Customer service, have a strong work ethic, and be comfortable working in a fast-paced Social environment.

### What you will be doing?

- Behaves and acts in an exemplary fashion, embodying the brand mindset.
- Greet guests warmly upon arrival and seat them in an appropriate section of the café.
- Present menus to guests, answer questions regarding food and beverage options, and provide recommendations.
- Take food and drink orders accurately and communicate them promptly to the kitchen and bar staff.
- Ensure guests' needs are met during their visit, including refills, additional orders, and special requests.
- Welcomes guests, handles the sale and provision of all bar services available
- Assess customers' needs and preferences and make recommendations
- Ability to Sell or influence others for up selling and suggestive selling.
- Provide recommendations and suggestions to guest for choosing Drinks and Snacks.
- Serve customers in a friendly and helpful manner.
- Keep the bar counter and work area neat and clean at all times.
- Provide guidance to guests on hotel activities, dining options and general hotel and Regional information.
- Determine when a customer has had too much alcohol and if required refusing any further serving on a polite way.
- Demonstrate a thorough knowledge of food and beverage products, menus and Promotions
- Clear ashtrays as and when required.
- Wash glassware and utensils after each use.
- Maintain a clean working area by sweeping, vacuuming, dusting, cleaning of glass doors and windows, etc. if required.
- Perform physical activities such as lifting and stooping.
- Prepare inventory or purchase requisitions as needed to replenish supplies.
- Ensure that the assigned bar area is fully equipped with tools and products needed for Mixing beverages and serving guests

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### Your Experience and Skills

- Previous experience as a Barista in a fast-paced environment is preferred
- Strong knowledge of coffee preparation.
- Excellent customer service and communication skills
- Ability to multitask and work effectively under pressure
- Attention to detail and organizational skills
- Basic math skills for cash handling and order processing
- Knowledge of relevant health and safety regulations
- Must be of legal drinking age and possess any required certifications/licenses
- Flexibility to work evenings, weekends, and holidays as needed

### 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 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! #BELIMITLES