

**MERCURE**  
HOTEL  
DUBAI BARSHA HEIGHTS

**JOB DESCRIPTION**

F/TC/26 Rev00

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<b>Job Title:</b>	Hostess	<b>Department:</b>	F&B
<b>Responsible for:</b>	Meeting, greeting and seating of all Guests and host desk in charge	<b>Date:</b>	09-01-25

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**OBJECTIVE:**

Every Mercure team member is a "Heartist". A "Heartist" represents Mercure's brand and its values, at all times. The Mercure "Heartist" will establish relationships and foremost, the Mercure "Heartist" will deliver an exceptional guest experience and promote the French Elegance.

**MAIN DUTIES:**

- To take reservations, handle the reservation book and answers the telephone in impeccable manner and welcomes guests to the assigned outlet.
- To ensure a pleasant appearance (condition of uniforms) and grooming is impeccable.
- To work with the team to set up the outlet prior to the business hours.
- To observe the cleanliness and maintenance of the outlet and the entrance area.
- To assure the well-being of all guests by maintaining a close, friendly, yet discrete contact.
- To refer guest complaints directly to the immediate Supervisor.
- To get involved in the daily meeting place according to the whole day service requirements.
- If the situation calls for, she is directly involved in the order taking and process of dealing with the guest (assists in service).
- To attend all meeting and briefing sessions.
- To know all menus and ongoing promotions in the outlet by heart and can recommend if a guest requests.
- To contribute in setting up the outlets database.
- To reassure the guests' satisfaction upon their departure.
- To carry out other related assignments or tasks entrusted by the Outlet Manager from time to time.
- Knows all areas of the hotel well for cross selling and to be able to attend the guest inquiry whenever it is needed.
- Safeguards and handles hotel property as per set standards of the hotel.
- To be responsible for cashier's house fund, and its safekeeping.
- To ensure that a check is made and recorded in the POS system for every food & beverage sale in the outlet.
- To ensure that a check is made and recorded in the POS system for any meals consumed by employees, or any service offered to guests as complimentary or entertainment.
- To printing and tally transaction list from credit card machines with physical check, and Micros reading.
- To prepare deposit envelope, write the deposit amount in cashier's deposit sheet and drop the envelope in the Front Office safe depository, in the presence of a witness, who has also signed the witness column of the cashier's deposit sheet.

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**GENERAL DUTIES:**

**Health and Safety**

- Ensure that all potential and real Hazards are reported immediately and rectified
- Be fully conversant with all departmental Fire, Emergency and Bomb procedures
- Ensure that all emergency procedures are rehearsed, implemented and enforced to provide for the security and safety of guests and employees
- Ensure the safety of the persons and the property of all within the premises by fairly applying Hotel Regulations by strict adherence to existing laws, statutes etc.
- Ensure all staff within the department work in a manner which is safe and unlikely to give risk of harm or injury to selves or others
- Use safe manual handling techniques and practise safe work habits following Accor Health, Safety and Environment policies, maintain procedures to minimise our impact on the environment and prevent pollution.

**Confidentiality**

- Ensure confidentiality and secure storage of all intellectual property and data bases, both hard copy and electronic. Adhere to Accor Internet and Email policy
- Ensure Hotel, Customer and Staff information or transactions are kept confidential during or after employment with the company.

**To be fully conversant with:**

- Hotel fire procedures
- Hotel security procedures
- Hotel Health and Safety policy and procedures
- Hotel Facilities and attractions
- Hotel standards of operation and departmental procedures
- Mercure Appearance guidelines

**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! #BELIMITLES