

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

F/TC/26 Rev00

Job Title: Assistant Reservations Manager

Department: Revenue

Responsible for: Revenue/Reservations

Date: 21 March 2025

OBJECTIVE:

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

MAIN DUTIES :

Job Overview :

- The Assistant Reservations Manager plays a key role in managing the reservations process, ensuring seamless communication between departments, and optimizing room revenue. This position supports the Reservations Manager in overseeing daily operations, handling guest inquiries, and implementing strategies to maximize occupancy and revenue.

Key Responsabilités :

- Supervise the reservations team, ensuring efficient handling of inquiries and bookings via phone, email, OTAs, and direct channels.
- Monitor hotel occupancy levels and collaborate with the Revenue Manager to adjust rates and availability accordingly.
- Ensure all reservations are accurately recorded in the Property Management System (PMS) and updated as necessary.
- Assist in managing relationships with Online Travel Agencies (OTAs), corporate clients, and travel agents to optimize booking performance.
- Support the implementation of revenue management strategies to maximize yield and minimize displacement.
- Train and mentor the reservations team to maintain high service standards and improve conversion rates.
- Handle complex reservation requests, VIP bookings, and special requirements with professionalism.
- Prepare daily, weekly, and monthly reservation reports to track performance and identify trends.
- Ensure compliance with hotel policies, pricing strategies, and brand standards.
- Work closely with the Front Office and Sales teams to ensure seamless guest experiences.
- Assist in managing group reservations, coordinating with event planners and operations teams.
- Handle guest complaints and escalations related to reservations with a proactive and solution-oriented approach.
- Monitors inventory daily to ensure straight-line availability and maximization of revenue potential for all brands across all distribution channels
- Daily pick-up analysis, strategy adjustments and reporting.
- Regularly check the input and the quality of data (segmentation, denials tracking, etc) points.

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- Prepares and presents strategic information about historical and present events, trends and promotions.

Training and Talent & Culture

- Ensure wherever possible that employees are provided with a work place free of discrimination, harassment and victimisation.
- Treat complaints of harassment and discrimination promptly and confidentially.
- Treat customers and colleagues from all cultural groups with respect and sensitivity.
- Identify and deal with issues which may cause cross cultural conflict or misunderstanding.

Skills and Competencies

- Analytical/Critical Thinking - The ability to gather and organize information using a logical and systematic process; recognize patterns and relationships in complex data; examine data to identify implications, problems and draw appropriate conclusions; generate alternative solutions to problems; evaluate strengths, weaknesses and consequences of alternative solutions and approaches to solving problems.
- Adaptability - Ability to effectively adjust to major changes in work tasks or the work environment.
- Building Trust - Ability to interact with others in an honest, fair and respectful way; giving others confidence in one's intentions and those of the organization.
- Communication - Skilled at clearly conveying information and ideas through a variety of media; engaging the audience and helping them understand and retain the message.
- Customer Focus - Ability to develop and sustain productive customer relationships; actively seeking information to understand and address customers' needs.
- High Work Standards - Sets high standards of performance for self and others; assumes responsibility and accountability for successfully completing assignments or tasks.
- Planning and Organizing - Skilled at establishing courses of action for self and others to ensure work is completed efficiently.
- Problem Solving/Decision Making - Ability to identify and understand issues, problems, and opportunities; using effective approaches for choosing a course of action or developing solutions.
- Stress Tolerance - Ability to maintain stable performance and positive relationships with others while under pressure or opposition.
- Technical/Professional Knowledge and Skills - Demonstrates a satisfactory level of position-related technical knowledge and skills.
- All "Heartists" are required to comply with every reasonable request from their hierarchical supervisor(s) within an amount of time that it takes to comply under normal circumstances.
- All "Heartists" may be assigned to other duties in the hotel as and when required by business levels.

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

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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**

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.