

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

F/TC/26 Rev00

Job Title:	BMS Coordinator & Order Taker	Department:	Engineering
Responsible for:	Engineering Department	Date:	31 July 17

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 :

- Responsible for all telephone calls for request/complaints/monitoring and controlling the operation of the Quality Engineering Management System (QEMS)
- Ensure a smooth administration of the QEMS as per the standard required by the Hotel.
- Reviews the system and propose improvements in order to enhance the system efficiency and or reduce the operation cost as well as improve the services provided to the guest.
- Provides a courteous, professional, efficient and flexible services at all times, following the hotel standards of performance by e-mail, phone or in person
- Processes all requests/complaints, follow up on completion, and provide feedback.
- Undertakes all duties and responsibilities in accordance with the relevant work rules and standards
- Immediate response to all request promptly which concern Health and Safety.
- Responds to guest request promptly in a professional and courteous manner.
- Completes all works orders with due diligence.

Additional Responsibilities

- Ensures that the BMS Room and surrounding area is kept clean and organized at all times.
- Performs any other duties assigned by Supervisor
- Performs other tasks as directed by the Management.
- Assists with other Departments.

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.

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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 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.