

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

F/TC/26 Rev00

Job Title:	Guest Relations Officer	Department:	Front Office
Responsible for:	Guest Services	Date:	6 November 24

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 :

Administration

- Amenities like flowers and fruits may be sent upon the recommendation of the guest relations officer, to appease a guest who has a complaint.
- Carries out all duties and responsibilities that may be assigned by immediate supervisors.
- 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.
- Daily courtesy call to be made for in house guest and conduct a guest survey as per the programme stipulated in policy.
- Ensure that all guest comments both negative and positive are noted and communicated to respective department for action.
- Registers and assigns rooms for VIP guest and escort them to his/her room.
- Co-ordinates with housekeeping the room status for VIP arrival and Special requests.
- Inform all relevant departments regarding special guest requests.
- Ensure that the correct amenities are placed in the room as per the guest amenities programme.

Financial and Revenue Responsibilities

- Business centre revenue to be monitor on daily basis. Upsell of facilities to be offered to guest.
- Promotes the brand and/or Group loyalty programme, Food and Beverage outlets, Room Upselling, anticipate need and pitch the sales.
- Responsible for the development of a marketing plan.

Training and Talent & Culture

- Ensure that monthly training hours to be achieved.
- Taking part in hotel ongoing training schedule prescribed.
- 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.

Guest Service Responsibilities

- Welcomes and greet guests and takes care of them from their arrival through to departure.
- Contributes to guests' permanent satisfaction by providing high quality services throughout their stay, solve their issue, make courtesy call, update their profile for preference for future stay.

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- To provide an efficient and friendly check-in & check out, offer welcome drinks upon arrival and check guest stay feedback upon departure.
- To handle guest requests ensuring that all matters are dealt with efficiently and promptly.
- Handles any guest complaints and/or remarks; provides a response as soon as possible.
- To be fully aware of hotel room rates, availability, promotions, services and facilities. Hotel's selling status, specific daily functions and events as detailed.
- Prepare the letters for the VIP arrivals / Le Club members for the next day duly signed by HM.
- Ensure that daily birthday card to be send to guest room duly signed by HM.
- Prepare showrooms & site inspection, ensure preparing the sales kit and proper welcoming.

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.