

SAC & FOX CASINO POSITION DESCRIPTION

POSITION TITLE: VIP Guest Relations Host

DEPARTMENT: Winners Club/Marketing

STATUS: Hourly, Full Time

LEVEL OF RESPONSIBILITY: VIP Guest Relations Supervisor

DESCRIPTION OF WORK:

Will assist Casino Hosts and Casino Personnel with arranging special services for quality customers. Establishes and maintains professional and positive customer contact when handling such reservations via telephone and directs customer disputes to the Marketing Manager. Performs general office duties, to include the use of a computer terminal and secretarial and clerical duties as required. Acts as a role model to other employees and always presents oneself professionally as a credit to Sac and Fox and encourages others to do the same. Meets the attendance guidelines of the job and adheres to regulatory, departmental and company policies. Initiates Friendly Greeting, Smiles and Makes Eye Contact, Demonstrates Upbeat and Positive Attitude, Checks for Satisfaction, Provides a Warm Farewell. Must keep the VIP lounge clean, stocked and manage crowd control within the room.

QUALIFICATIONS: College education is preferred. Previous experience in the hospitality industry is preferred. Knowledge of computer functions, customer service is essential. Two or more year's previous experience in hotel and casino environment is required. Must be able to get along with co-workers and work as a team. Must present a friendly, well-groomed and professional appearance.

SPECIFIC RESPONSIBILITIES: Must be able to maneuver to all areas of the casino, including in and around Pit areas. Must be able to bend, stoop, reach, kneel, twist, and grip items when necessary. Must have the manual dexterity to operate a typewriter, computer, 10 key adding machine, photo copier, fax machine and telephone. Must be able to respond calmly and make rational decisions when handling guest's demands in a fast paced environment. Must be able to read, write, speak and understand English. Must be able to respond to visual and oral cues.

MINIMUM QUALIFICATIONS:

EDUCATION: Candidate should possess either a degree in marketing or have 2 or more years related work experience.

EXPERIENCE: A team player with strong analytical, communication (both written and oral) and interpersonal skills. Must be capable of adapting to a fluid environment. Outstanding organizational skills are a must. Must thrive in high stress fast-paced environment. It is required that the candidate possess proficiency with PowerPoint, Word and Excel. Candidate should also have some exposure to Access and more advanced programming knowledge is a plus.

KNOWLEDGE/ABILITY/SKILLS:

Ability to oversee all aspects of VIP Lounge Guest Relations operations offered at Sac and Fox Casino.
Complete understanding of rules, policies, and procedures.
Must be able to deal with customer relations in a calm capacity and confidentiality is key.

NECESSARY SPECIAL REQUIREMENTS:

Must be 18 years of age at time of hire. All employees must successfully pass a background investigation to be employed by the Casino. Responsible for compliance with the Casino's Internal Control Policy and Procedure as it relates to the position's stated job description. Other duties as assigned.

OCCUPATIONAL HAZARD:

All employees will be exposed to an environment that contains excessive noise, smoke and stress.

This description is an accurate representation of the duties and requirements of the position.