



Spotlight 29 Casino Job Description

Job Title: Casino Host
Department: Marketing
Base Wage/Salary: DOE
Reports To: Player Development Manager
FLSA Status: non-exempt
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Prepared Date: September 30, 2009
Approved/HR: Theresa Mike
Approved/GM: Robert Paull
Approved Date:

SUMMARY:

The Casino Host, the main contact with the players, is responsible for working on player development and assisting the guest with many requests. Utilize CMS system to determine the value of each player.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement to be the premier entertainment experience in the Coachella Valley.
- Maintains a strong liaison with all departments to include but not limited to: Executive Management, Marketing and Guest Services, Casino Credit Operations, Food and Beverage, Slot Department, Table Games Department and Spotlight Showroom.
- Acts as a liaison between Marketing and the casino guest, communicating with both to expedite customer requests.
- Maintains a patron log which keeps current as to the likes and dislikes of the patrons.
- Maintains a patron log which keeps current the player level of the patron in the various games.
- Establishes and maintains a close professional relationship with patrons and expands the player development base by communicating the Spotlight 29 casino amenities and player club benefits.
- Ensures the highest levels of service by obtaining an itinerary from the Marketing staff prior to the guest's arrival and expediting the itinerary by coordinating and following up with the agenda (i.e. arrival and departure times, hotel, restaurant and show reservations, special diets or needs assistance, local transportation and accommodations, etc).
- Plans and executes an effective and brief tour of the highlights of the facility in the case of a new guest.

- Upon being notified of the guest's arrival, must be present and ready for the guest.
- Must have strong knowledge of all local attractions, points of interest, amenities, and political and social connections.
- Provides constructive feedback to the Marketing staff to ensure guest satisfaction.
- Makes recommendations on the creativity of new amenities and the presentation of set-ups to include silver, linen, crystal, etc.
- Must be available by cell phone and/or beeper 24 hours a day, seven (7) days a week.
- Must be capable of presenting a positive image of the Casino to its guests and vendors and to assist them as required.
- Must follow all safety policies and procedures and attend all scheduled safety meetings and training as a condition of employment.
- Performs any other duties that may be assigned from time to time.

SUPERVISORY RESPONSIBILITIES:

None

EDUCATION AND EXPERIENCE:

- Must possess a high school diploma or equivalent.
- College degree in related field preferred.
- Computer literate.

CERTIFICATION, LICENSES AND ANY ADDITIONAL REQUIREMENTS:

- Must pass pre-employment and periodic random drug screens
- Must be able to pass background suitability investigation
- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment
- Must be at least 21 years of age

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk or sit; talk or hear; use hands to finger, handle or feel, reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters

while performing the essential functions of this job.

- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts.
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.

INDIAN PREFERENCE ACT:

The Twenty Nine Palms Band of Mission Indians has a resolution on file with Human Resources to ensure that Indian Preference will be adhered to in the following order in accordance with IPA:

1. Tribal Members
2. Other Native Americans
3. All other ethnic groups

I have read and understand all of the elements of the above Casino Host Job Description.

Signature

Date