

PARAGON CASINO RESORT

Job Description

BUS TOUR & TRAVEL REPRESENTATIVE

Department:	Marketing	Reports to:	Lead Tour & Travel Representative
Job Code:	REP01	License:	Gaming
Position Code:	REP001	Costing:	800 8500 8513
Pay Grade:	N3	Date:	04/20/12
EEO-1 Code:	9		

SUMMARY:

Responsible for greeting guests and bus passengers in a positive, friendly, courteous manner, providing information and assistance, whenever possible.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Greets guests and bus passengers in a friendly, courteous manner, providing information as necessary.
- Maintains a working knowledge of Paragon Casino Resort's facilities, as well as current and upcoming special events and promotions on property, in order to advise guests and fellow Associates of same, whenever possible.
- Explains the benefits of membership in the Players' Club to bus groups, and assists guests with the membership process.
- Answers incoming calls and directs them to the proper department or individual.
- Responds to special requests of guests, as well as guest complaints and inquiries in a calm, prompt, courteous manner.
- Ensures a maximum level of guest service and satisfaction in Tour & Travel is achieved and maintained.
- Facilitates the flow of information throughout Tour & Travel, by attending regularly schedule departmental meetings.
- Enters bus information into computer for accurate daily counts.
- Listens to guest's complaints and concerns, and effectively resolves issues, or directs issues to the appropriate department for resolution.
- Prepares coupons for complimentary amenities and distributes same, as needed.
- Promotes exceptional guest relations, in order to achieve the desired level of guest service and satisfaction.
- Conducts tours of property, as needed.

- Held accountable for the accuracy and thoroughness of departmental records and reports.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED) required.

Qualifications: Must possess excellent communication skills and a patient, positive demeanor.

Language Skills: Ability to read, analyze, and interpret documents, such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to guests and groups of bus passengers on Tour & Travel busses.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability: Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties, the Associate is regularly required to talk or hear. The Associate is also regularly required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools or controls. The Associate is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

Ability to stand on a hard surface, for long periods of time, is required.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Associate infrequently works outside, in varying weather conditions.

The noise level in the work environment is usually moderate. When on the casino floor, the noise level

increases to loud. The casino environment is usually smoky.