

PARAGON CASINO RESORT

Job Description

EXECUTIVE CASINO HOST

Department:	Marketing	Reports to:	Vice President of Marketing
Job Code:	ECH01	License:	Gaming
Position Code:	ECH001	Costing:	800 8200 8211
Pay Grade:	E10	Date:	12/8/20
EEO-1 Code:	1.2		

SUMMARY:

Responsible for developing a base of high level players and ensuring that they receive personal attention and quality service, in accordance with the Company's established marketing strategy.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Recruits new high-level players through a variety of direct sales activities such as direct mail, telemarketing, referrals, guest visitation, on and offsite functions.
- Coordinates trips of high-level players to Paragon from outer markets.
- Assists with the expansion planning of the targeted casino customer base.
- Represents Paragon Casino Resort in its public relations and marketing efforts, generating new and repeat business and helping to reaffirm the goals and objectives of the company.
- Develops and sustains working relationships with all guests, particularly high-end players.
- Responds to the special requests of guests, as well as guest complaints and inquiries in a calm, prompt, courteous manner.
- Coordinates with Gaming personnel to introduce new high-level Slot and Table Games players while communicating their special requests and needs to property Hosts in accordance with established Company policies and procedures.
- Coordinates guest reservations for restaurants, entertainment, hotel, limo, golf, spa and accommodations through the Host Manager or VIP Services.
- Acts as a resource to guests, Casino Hosts and VIP Services Reps, by maintaining a working knowledge of Paragon Casino Resort's facilities and special events, and advising guests and Hosts of same whenever possible.
- Able to resolve conflicts and guest disputes and maintain a professional demeanor at all times.
- Prepares correspondence, memos, forms, reports and other miscellaneous paperwork.
- Must be flexible with schedule and able to work peak times and special events when necessary to ensure excellent guest service.

- Augments special events through active participation in same.
- Nurtures player relationships by observing and acknowledging special events such as birthdays, anniversaries, etc. whenever possible.
- Records information on new guests and updates computer files as needed.
- Compiles guest feedback and informs management of findings on a regular basis.
- Maintains a professional appearance and positive attitude at all times.
- Responsible for reviewing all Title 31 documentation in assigned area, monitors all cash movement and reports all suspicious activity to Title 31/Credit Department immediately.

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. Previous Executive Host experience in other gaming markets preferred. A minimum of 5 years Casino Host experience required.

Qualifications/Requirements: Excellent communication skills required. Effective organizational skills required. Must be a self-starter, motivated, versatile and responsible. Must attend Title 31 Training Class and receive a passing score on the testing every six months.

Must apply for, be granted and retain a valid Tribal Gaming License and State Gaming Certification during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to read, analyze, and interpret basic documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to make effective and persuasive speeches and presentations on departmental information to the Host Department and management.

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 principles of logical, commonsense thinking to a wide range of intellectual and practical problems. Ability to deal with a variety of abstract and 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 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.

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 noise level in the work environment is usually loud. The casino environment is usually smoky.