

PARAGON CASINO RESORT

Job Description

VIP GUEST SERVICE REPRESENTATIVE

Department:	Hotel	Reports to:	Hotel Guest Service Manager
Job Code:	REP08	License:	Gaming
Position Code:	REP010	Costing:	800 8200 8221
Pay Grade:	N5	Date:	11/21/19
EEO-1 Code:	9		

SUMMARY:

Responsible for greeting all guests and providing an exceptional level of guest service while performing all duties including club benefits, complimentaries, reservations, checking guest in/out of hotel, providing information, handling guest complaints and assisting all areas of Player Development as well as all casino Associates of all levels.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Evaluates and issues guest complimentaries in accordance with Paragon Casino Resort's policies and System of Internal Controls.
- Maintains and updates all logs with current, accurate and up-to-date information.
- Issues club guest benefits to all venues upon request as well as directly to guests.
- Acts in a problem resolution capacity when confronted with guest issues and complaints ensuring necessary action is taken to resolve disputes or incidents in accordance with company policies and procedures.
- Facilitates all reservations for hotel, meals, golf tickets, tournaments and transportation and scooters.
- Accesses guest information from the computer and updates information as needed.
- Maintains guest service standards set for department including guests in person as well as those calling on the phone.
- **Enrolls new members into the Club Paragon as needed.**
- Monitors radio communications, and contact various areas of casino and hotel through the radio system.
- Transfers calls to appropriate Casino departments, relay messages and assist callers with courtesy and timeliness.
- Maintains a professional appearance and positive attitude at all times.
- Telemarkets and confirms upcoming events as well as assist all areas of Player Development with any special projects such as VIP Comp office, concierge lounge or box office.

- Steps into different roles within the department as needed to ensure the success of the department as a whole.
- Must be able to sell and up sell goods and services offered on property and mention a promotion or offer a service in every call.
- Must be flexible and able to work any shift.
- All other duties as assigned.

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. One to two years related experience, with demonstrable strong communication skills.

Qualifications: Must possess effective communication skills. Ability to apply commonsense understanding to carry out instructions furnished in written, oral OR diagram form. Must be computer literate.

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 a variety of instructions furnished in written, oral or diagram form. Ability to respond to common inquiries or complaints.

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 reasoning to a variety of situations.

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 moderate. When on the casino floor, the noise level increases to loud. The casino environment is usually smoky.