

PARAGON CASINO RESORT

Job Description

HOSPITALITY SENIOR GUEST SERVICE REPRESENTATIVE

Department:	Hospitality	Reports to:	Hospitality Manager
Job Code:	REP06	License:	Gaming
Position Code:	REP009	Costing:	200 2000 2002
Pay Grade:	N5	Date:	12/9/20
EEO-1 Code:	9		

SUMMARY:

Responsible for providing **front desk services to guests, processing guest payments** and acting as an information source on various matters.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Guides and supports Front Desk associates in the daily performance of their duties.
- Utilizes the hotel reservation system to confirm comp availability through interface with player tracking system.
- Handles all guest requests, complaints or problems in a prompt and courteous manner.
- Posts charges to guest accounts and makes adjustments and corrections as necessary.
- Ensures a maximum level of service and satisfaction is achieved and maintained.
- Facilitates the flow of information throughout the department, by attending regularly scheduled departmental meetings with all associates and conveying accurate information to associates on assigned shifts.
- Evaluates and issues guest complimentary for all venues, ensuring that they are in accordance with Paragon Casino Resort's policies and System of Internal Controls.
- Issues Players' Club guests benefits to all venues upon request as well as directly to the guest.
- Accesses guest information from the computer and updates information as needed.
- Coordinates the arrival of busses and passengers, to assure a smooth flow of traffic.
- Maintains a working knowledge of Paragon Casino Resort property, as well as special events on and near property, in order to advise guest of same, whenever possible.
- Responds to guests' request, complaints or inquires courteously and promptly.
- In the absence of the Manager, the Lead supervises the activities of all associates on assigned shift, to ensure that all guest participating in the programs receive smooth and efficient service.
- Facilitates the flow of information throughout department, by attending regularly schedule departmental meetings with all associates, and conveying accurate information to associates on assigned shifts
- Coordinates with other departments, to assist with special events, promotions, tournaments, etc.
- Effectively handles associate related problems in a professional manner.
- Conducts tours of property as needed.
- Insert group rooming list.
- Make group keys/keys packs for bus arrival.
- Check-in and out buses and provide receipts for organizer.
- Distributes program coupons to guest, as well as to the guest on busses: redeems coupons, issues coins.
- Greet guest and bus passengers in a friendly, courteous manner, providing information as necessary.

- Explains the benefits of membership in the Players' Club to bus group, and assists guest with the membership process.
- Enter bus information into computer for accurate daily counts.
- Prepares coupons for complimentary amenities and distributes same, as needed.
- Responds to special requests of guests, as well as guest complaints and inquiries in a calm, prompt and courteous manner.
- Facilitates some reservations for hotel, meals, golf tickets, tournaments and transportation and scooter, where applicable.
- Performs 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.

SUPERVISORY RESPONSIBILITIES:

Directly supervises the activities of all of the Front Desk Associates.

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. Some college courses in Hotel Management preferred. Two (2) years prior Hotel experience with progressive supervisory experience required.

Qualifications: Must possess excellent communication and organizational skills.

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 and analyze, and interpret documents, such as technical journals, policy and procedure manuals, maintenance instructions, and other related documents. 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 define problems, collect data, establish facts, and draw valid conclusions. 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 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.

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.