

PARAGON CASINO RESORT

Job Description

CASINO HOST

Department:	Marketing	Reports to:	Casino Host Manager
Job Code:	HST01	License:	Gaming
Position Code:	HST001	Costing:	800 8200 8211
Pay Grade:	E6	Date:	7/5/19
EEO-1 Code:	9		

SUMMARY:

Responsible for greeting guests throughout the casino floor in a courteous, friendly manner, directing any Guest questions or complaints to the necessary department and promoting an exceptional standard of Guest service throughout the property.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Welcomes and greets guests to the property in a friendly, courteous manner.
- Becomes familiar with and maintains a working knowledge of Paragon Casino Resort's facilities, as well as keeping current on all Special Events and promotions in order to advise guests whenever possible.
- Encourages the use of the Paragon Preferred Player's Card. Will have targeted goals to meet ensuring new member sign ups.
- Directs any questions, concerns, or complaints to the necessary department for resolution.
- Carries a company cell phone to report any incidents or matters needing immediate attention.
- Satisfies miscellaneous guest complaints referring to the Casino Host Manager when necessary.
- Assists guests with reservations for restaurants, theatre shows, hotel, golf, limo, spa and accommodations as needed.
- Prepares correspondence, memos, forms, reports, and other miscellaneous paperwork.
- Assists with planning and execution of and participates in all Player Development Special Events and functions.
- Observes special events in the lives of our guests, by preparing and mailing birthday and/or anniversary cards, newsletters, and personal notes, whenever possible.
- Becomes familiar with the Hotel Front Desk, Casino Cage, and Events Center, providing assistance and guidance to guests as necessary.
- Acts as a representative of the company, in a guest service capacity, to promote guest satisfaction and repeat business.

- Maintains a professional appearance and positive attitude at all times.
- Accesses guest information by computer.
- Evaluates and issues guest complimentary from in accordance with Paragon Casino Resort's policies and System of Internal Controls.
- Records information on new guests and updates computer files as needed.
- Assists the Slots Department with Jackpots by issuing complimentary amenities to guests as jackpots are awarded.
- Maintains positive relationships with known players.
- Develops new business through floor sign-ups in accordance with host responsibilities.
- Identifies and develops established un-hosted players.
- Facilitates the reactivation of inactive players through telemarketing and mail outs.
- Compiles guest feedback and informs management of findings on a regular basis.
- Maintains and adheres to all department service standards as well as providing documentation and achieving monthly goals.
- 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.
- 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.

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) and two years related experience and/or training in casino marketing and sales required. At least one year of previous casino host or two years of casino player development/VIP services experience or 2 years of inside sales experience required.

Qualifications: 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 presentation 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 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 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.