PARAGON CASINO RESORT

Job Description

HOTEL DOOR PERSON

Department:	**Hotel**	**Reports to:**	**Bellhop Manager**
Job Code:	**DP01**	**License:**	**Non-Gaming**
Position Code:	**DP001**	**Costing:**	**200 2000 2102**
Pay Grade:	**N2**	**Date:**	**11/2/26**
EEO-1 Code:	**9**		

SUMMARY:

Responsible for greeting guests at the front entrance to the Hotel and Casino ensuring an optimal level of guest service and satisfaction is achieved and maintained.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Approaches guest's vehicles, opens doors, and greets guests in a courteous, friendly manner.
- Acquaints guests with Hotel services, outlets, facilities, and hours of operation.
- Assists guests with banquet functions and locations of meeting rooms.
- Assists Bell Persons in the unloading and loading of guest luggage when possible.
- Directs the safe flow of traffic at the front entrance of the Hotel; orders taxicabs.
- Responds to guests' requests, complaints or inquiries courteously and promptly.
- Routinely inspects public area, including rest rooms, elevators, and front entrance performing light janitorial duties as necessary, to keep the areas clean and free of debris.
- Responsible for greeting all incoming guests and departing guests
- Remains receptive and visible for optimum guest services at all times.
- 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) required.

Qualifications: Must possess excellent communications skills. Must be able to demonstrate all aspects of hospitality, professionalism, prompt and courteous service, with extreme attention to detail.

Must apply for, be granted and retain a valid Tribal Gaming License 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 understand 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 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. The associate must be able to stand for up to eight hours at a time.

The Associate is regularly required to lift, push, pull, and carry luggage and other guest items in excess of fifty (50) pounds.

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 frequently is required to work in outside weather conditions.

The noise level in the work environment is usually moderate.