

WILDHORSE RESORT CASINO

JOB DESCRIPTION

JOB TITLE: BINGO FLOOR WORKER
DIVISION: Casino
DEPARTMENT: Bingo
SUPERVISOR'S TITLE: Bingo Manager
SALARY RANGE: \$10.00 - \$13.00

JOB SUMMARY

Responsible for servicing guests during Bingo games, including selling additional games squares, assist customers in bingo play, call bingo's to the caller and other duties promoting guest satisfaction and play. Will cross train into Keno.

ESSENTIAL JOB FUNCTIONS:

1. Ensure customer satisfaction and casino play through prompt, efficient and friendly service.
2. Acknowledge and greet guests promptly, pleasantly and with a smile.
3. Promote and up-sell paper games to guests - describing games, pay-outs and costs.
4. Responsible for balancing all papers and money collected in a timely manner with paymaster.
5. Maintain paper sales in an organized manner, ensuring efficient and accurate service.
6. Promote bingo play by providing guests with instructions, play assistance or information.
7. Verify bingo's - call numbers from guest cards to caller and verify that a correct bingo game.
8. Workers may furnish short term assistance for bingo games upon customers request, but may not play special or promotional games for guests.
9. Assist in set up and break down of Bingo Machine/Bingo Hall.
10. Report equipment failure/problems to designated supervisor.
11. Handle guests questions and playing needs efficiently, deferring disputes/conflicts to the Supervisor.
12. Will assist with inventory of bingo gaming supplies, compiling packets and sorting game cards.
13. Able to handle multiple tasks and customers at once, remaining calm, efficient and courteous.
14. Comply with regulatory laws, PP&P, department policy and procedures, safety codes, etc.
15. Promotes a clean, safe and healthy work environment for employees and guest. Promptly reports all concerns to Supervisor.
16. Ensure that operation of equipment, tools and materials are handled in a safe manner.
17. Promote internal guest service standards through courteous and respectful behavior.
18. Perform other related duties as requested.

AUTHORITY AND SUPERVISORY CAPACITY:

1. None

SIGNATORY ABILITY:

1. Floor bank
2. Paper games

ACCESS TO SENSITIVE AREAS:

1. None

MINIMUM QUALIFICATIONS:

1. Prior customer service experience, with cash handling duties.
2. High School Diploma, GED
3. Effective communication skills - verbally able to provide instruction, respond to questions, and have exceptional interpersonal skills and abilities.
4. Physically fit: able to walk, stand and bend/maneuver up to 6 hours, repetitive motion of arms, hands and fingers, and work in a noisy and smoky environment.
5. Exhibits a professional demeanor through appearance and by maintaining a positive attitude toward all employees and guests.
6. Requires a High Security Gaming License clearance and at least 18 years of age.