

# WILDHORSE RESORT CASINO

## JOB DESCRIPTION

**JOB TITLE:** PLAYER'S CLUB HOST/HOSTESS  
**DIVISION:** Casino  
**DEPARTMENT:** Players Club  
**SUPERVISOR'S TITLE:** Players Club Supervisor  
**SALARY:** \$11.00 - 14.00 Hourly

### **JOB SUMMARY**

Provides exceptional customer service to Players Club members while staffing the Players Club station, including communicating program features, assisting with membership registration and database entries.

### **ESSENTIAL JOB FUNCTIONS:**

1. Promptly and graciously greet each guest approaching the Players Club station.
2. Provide information and assistance to guest on the Players Club program and/or promotions.
3. Focus on strong guest service, through an accurate tracking of customer play and extend service amenities accordingly.
4. To develop club membership, communicate with casino operations, length of guest stay or play.
5. Enrolls new members/enters onto the database and issues Player Club cards and instructions.
6. Professionally and efficiently provides guest redemption awards as outlined.
7. Remains knowledgeable of casino programs, events, promotions, and guest services to provide an accurate release of information.
8. Participate in casino/club activities/events, by contributing to an exciting atmosphere when utilizing the PA system, with direct guest contact and in all dialogue promoting Wildhorse operations.
9. Maintains a clean and organized work station at all times.
10. Comply with regulatory laws, employee handbook, department policy and procedures, safety codes, etc.
11. Promotes a clean, safe and healthy work environment for employees and guests. Promptly reports all concerns to Supervisor
12. Ensure that operation of equipment, tools and materials are handled in a safe manner.
13. Accurately and efficiently hand cash and/or prizes for promotions.
14. Maintain confidentiality and integrity of any and all activity of guests and their accounts.
15. Other related duties as assigned.

### **SIGNATORY ABILITY:**

Redemption, misc. payouts and prize lists

### **ACCESS TO SENSITIVE AREAS:**

Players Club database

### **MINIMUM QUALIFICATIONS:**

1. High School Diploma or GED
2. One (1) year of front line guest service skills required.
3. Demonstrate effective computer literacy skills with Microsoft programs and database systems.
4. Accurately and efficiently handle cash and/or prizes for promotions.
5. Requires strong math skills, cash handling and computing redemption.
6. Physically fit - able to stand and walk for long periods of time in a smoke filled noisy environment; able to perform repetitive motions with wrists, hands and fingers.
7. Effective communication skills - verbally able to provide instruction, respond to questions, and have exceptional interpersonal skills and abilities.
8. Flexible scheduling and able to work weekends, shift work and holidays.
9. Exhibits a professional demeanor through appearance and by maintaining a positive attitude toward all employees and guests.
10. Requires a High Security Gaming License clearance and must be 21 years of age.