

WILDHORSE RESORT CASINO

JOB DESCRIPTION

JOB TITLE: SLOT FLOORWORKER
DIVISION: Casino
DEPARTMENT: Slots
SUPERVISOR'S TITLE: Slot Shift Supervisor
SALARY: \$10.00- \$14.00 Hourly

JOB SUMMARY

Responsible for front line guest service, including being host/hostess, and cashier for gaming customers, assisting customer needs to promote slot play.

ESSENTIAL JOB FUNCTIONS:

1. Ensure customer satisfaction and casino play through prompt, efficient and friendly service.
2. Responsible for checking out and maintaining an accurate count of slot bank, including all cash handling and paperwork
3. Provide cash services for guests, including making change, assisting with retrieval of tickets, and verify and assist with jackpot payouts.
4. Promote exemplary guest service by being knowledgeable of games in play, special events/activities, casino promotions and operational information.
5. Maintains close floor surveillance over assigned area in order to detect irregularities on the part of players or established procedures.
6. Handle routine slot machine maintenance and obtain the services of the slot technicians if needed.
7. Assist guest service needs, by communicating with beverage/food servers, transportation, etc.
8. Maintain guest service standards outlined, including prompt greeting, offer of assistance and minimize any wait time the customer incurs.
9. Continually rotate throughout assigned area, anticipating and providing guest service needs.
10. Will handle customer inquiries and play assistance, deferring any disputes or conflict to the supervisor.
11. Comply with regulatory laws, PP&P, department policy and procedures, safety codes, etc.
12. Promotes a clean, safe, healthy and friendly work environment for employees and guests. Promptly reports all concerns to Supervisor
13. Ensure that operation of equipment, tools and materials are handled in a safe manner.
14. Promote internal guest service standards by treating employees with courteous respectful behavior.
15. Other related customer service duties as assigned.

SIGNATORY ABILITY:

1. Slot Floor keys
2. Slot Floor Wallet
3. Jackpot Payout

ACCESS TO SENSITIVE AREAS:

1. Count area

MINIMUM QUALIFICATIONS:

1. Minimum of 6 months of front line customer service experience.
2. Must possess strong money handling skills, to count, make change and balance a cash bank in a fast paced environment.
3. 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.
4. Effective communication skills - verbally able to provide instruction, respond to questions, and have exceptional interpersonal skills.
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 must be 21 years of age.

PREFERRED QUALIFICATIONS

1. 10 key experience