

# **JOB DESCRIPTION FOR: CASINO HOST**

**Department:** 21 – Player’s Club

**Reports to:** Executive Casino Host

**Position Summary:** Provides extraordinary personalized guest services, and executes designated strategies to acquire and retain players as defined in the host program designed and directed by the Executive Casino Host.

## **Essential Duties and Responsibilities:**

- Be proactive in cultivating new or emerging players.
- Provide attentive and personalized service appropriate to existing players.
- Establishes and maintains good will by handling & resolving problems, questions or concerns with all players on the floor.
- Maintain a high level of discretion, confidentiality and professionalism.
- Increase player tracking by promoting card acquisition actively on the gaming floor.
- Promotes special events with individuals or targeted groups while on the casino floor.
- Maintains a high level of visibility on the casino floor during the majority of his/her shift.
- Offer guests information about upcoming promotional drawings during regular interaction with guests.
- Oversee and monitor promotional drawings.
- Greet, host and thank guests for visiting Wild Rose. Maintains a positive and friendly attitude at all times, as well as providing our patrons with prompt and courteous service.
- Assists the Casino Host in tracking guests’ visits, arranges transportation and accommodations and provides services according to established guidelines.
- Builds relationships with target players utilizing contact strategy through a variety of in-bound and out-bound channels.
- Inform guests of the features and benefits of Wild Rose facilities.
- Leverages property amenities/programs for acquisition and retention of high end players.
- Key data to computer system for a variety of tasks including Players Club enrollments.
- Monitor issuance of comps and point redemptions to ensure accuracy.
- Report emergencies such as intoxicated or unruly guests to Managers immediately.
- Promotes and maintains necessary communication among coworkers and managers to ensure controlled operation of casino floor.
- Must keep work area clean.
- Meet company attendance requirements.
- Must be safety conscious and adhere to all company rules.
- Use guest service skills as identified in the Wild Rose Recognition Program.

**Qualifications and Requirements:** Must be able to obtain and retain a gaming license. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, with or without reasonable accommodation.

**Special Attendance Requirements:** The Wild Rose Casino and Resort is in operation seven days a week, 365 days a year. Employees will be required to work days, evenings, weekends, holidays, split shifts, and overtime. We are not able to work around outside activities or other jobs unless it is agreed to, in writing, at time of hire.

**Education and/or Experience:**

- High School diploma or general education degree (GED) and prior guest service experience required. Casino experience preferred.
- Must possess excellent interpersonal, communication, team-building and problem-solving skills.
- Must have excellent verbal and communication skills.
- Must be resourceful and highly motivated in seeking out new opportunities.
- Must present a well-groomed, professional appearance.
- Must have excellent guest service skills.
- Ability to operate Windows operating system and Office Software, including e-mail.
- Experience handling money preferred. Must have basic math skills.
- National Career Readiness Certificate (NCRC) is desirable.

**Work Environment/Physical Demands:** While performing the duties of this job, the employee is regularly required to stand and walk for up to 4 hours at a time without a break in the casino. Must be able to lift or carry up to 35 lbs. infrequently. The casino may be smoky at times.

*Critical features of this job are described under the heading listed on the job description. Nothing in this job description restricts Wild Rose's right to assign or reassign duties and responsibilities to this job at any time.*

**After reviewing the above job description, please certify, by your signature below, that you understand what you have read and that you are able to perform this job.**

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Print Name

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Signature and Date