



Concierge Job Description

TITLE OF POSITION: Concierge	DEPARTMENT: Casino Floor
REPORTS TO: Concierge Supervisor/Shift Manager	DATE: January 2015

POSITION SUMMARY:

The primary responsibility of the Players Club Representative is to provide excellent guest service when assisting Club Members of the Westside Players Club.

MAJOR RESPONSIBILITIES:

The following are position essential duties and responsibilities, other additional duties may be assigned, as needed.

- Greets guests in a friendly and courteous manner in person and on telephone.
- Maintains a clean and organized work area.
- Answers and routes public and employee telephone calls in a professional and friendly manner.
- Assists with package deliveries and routes delivered items.
- Ensures customer needs are met by giving direction, suggestion and by channeling concerns.
- Fills out forms, maintains logs and carries out activities related to guests' lost and found items and cellular phone charging.
- Operates the Casino Poker Board by registering players for games, announce available seats , answer general questions and communicate with floor staff and dealer coordinator.
- Provides information on the geographical area; suggests site-seeing spots and arranges tours.
- Arranges transportation and lodging needs for guests.
- Secures luggage or personal effects for guests while at the casino.
- Promotes and distributes Player's Club membership forms to customers.
- Maintains working knowledge of the Player's Club.
- Scans guests' cards on the casino floor for accurate tracking.
- Keeps abreast of current and upcoming casino promotions, special events and incentives.
- Takes direction from Concierge Supervisor/Leads and/or the Shift Manager.
- Assist in all other duties and special projects as assigned.

QUALIFICATIONS, EXPERIENCE, EDUCATION:

- Must be 21 years of age or older and employment eligibility in the U.S.



- Must be able to pass a background check, obtain and maintain City of Inglewood badge.
- Possess superior communicational, organizational, interpersonal and computer skills.
- Ability to multi-task, solves problems, understand and follow written or verbal instructions.
- Be dynamic and personable; take action and be results oriented.
- Must function in a team environment and possess a high regard for customer service and Team Member relations.
- Ability to walk and stand for 100% of shift. Ability to push, pull, bend, stoop, squat throughout a shift.