



POSTED: OCTOBER 2, 2020

DEADLINE: UNTIL FILLED

JOB DESCRIPTION

POSITION: Casino Greeter

DEPARTMENT: Marketing

SUPERVISOR: Player Development Lead Executive Host

LOCATION: Casino Resort

EMPLOYMENT: Full-time (Seasonal – Ineligible for Benefits)

PAY RATE: \$12.00/Hour

DESCRIPTION

The Casino Greeter will welcome all visitors, ensure proper social distancing, and provide direction at the Casino screening areas. The Casino Greeter will perform on-site medical screenings and instruction for COVID-19 safety protocols to prevent the spread of COVID-19 within our Casino Resort. The Casino Greeter is responsible for welcoming guests to the Casino Resort in a friendly, efficient, and courteous manner.

DUTIES AND RESPONSIBILITIES

- Maintain a high quality of guest service with guests, Team Members, and vendors.
- Provides guests with any property information and direction.
- Welcomes and greets arriving and departing guests, while opening the door.
- Build rapport with new and returning guests.
- Maintains confidentiality with respect to company and guest information.
- Monitor guest satisfaction and take appropriate actions if issues arise.
- Opens and closes sections with increase/decrease in the volume of guests.
- Maintains an open line of communication with Managers.
- Ensures alcohol does not enter or exit the Casino and report all suspicious activity.
- Remains alert and reports unsafe or hazardous conditions and communicates safety and guest issues.
- Clean and sanitize high touch surfaces such as doors, handles, benches, etc.
- Administer medical questionnaires to visitors.
- Administer and interpret the temperature utilizing infrared thermometers according to manufacturer's instructions and CDC guidance.
- Instruct customers on proper mask use, visitor limitations, and other COVID-19 related protocols.

- Ensures all guests are following health and safety protocols.
- Prioritize and coordinate multiple events simultaneously.
- All other duties, as assigned.

MINIMAL QUALIFICATIONS

- Must have a pleasant and professional demeanor.
- Must possess great communication skills.
- Must be able to work weekends, holidays, and nights; shifts will be scheduled during peak hours of business.
- Ability to communicate effectively with co-workers, supervisors, and guests.
- Must be able to be assertive, while maintaining excellent customer service.
- Must pass drug screening and background check.

PHYSICAL DEMANDS & WORK ENVIRONMENT:

- This position requires working indoors/outdoors and wearing Personal Protective Equipment (PPE) for long periods of time.
- Standing and sitting for long periods of time.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position if required.

OUR MISSION

Our Mission is to provide an exceptional and memorable experience to every Guest, every time. Each Team Member will demonstrate a high level of professionalism, provide a safe, clean and entertaining experience for all Guests, internal and external.

Integrity, Service, Professionalism, Value. This is our PROMISE.

Date Approved by the Public Enterprise Finance Commission (PEFC): June 16, 2020

Northern Waters Casino Resort

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