



POSTED: NOVEMBER 1st, 2021

DEADLINE: UNTIL FILLED

JOB DESCRIPTION

POSITION: Front of House Lead

DEPARTMENT: Hotel

LOCATION: Resort

SUPERVISOR: Director of Non-Gaming

EMPLOMENT: Full-Time/part-Time

PAY RATE: Pay Grade 14 (\$15.00 - \$20.97 per/hr. D.O.E.)

JOB DESCRIPTION:

Directly supervises all employees of the hotel to ensure efficient and profitable operations. Directs all operations of hotel to guarantee Guest satisfaction is priority number one. Oversees the day-to-day operations of the Resort Hotel for adherence to casino policies and regulations, and supervises and directs all hotel personnel.

RESPONSIBILITIES:

- Provide excellent Guest Service to guests, internal and external through active guest engagement and positive attitude.
- Maintain a high level of professional appearance for self and environment.
- Registering Resort Guests and reconciling guests account as needed.
- Making and modifying reservations as needed.
- Maintain a friendly and approachable attitude towards guests and fellow employees.
- Field Guest complaints and resolve any conflicts in a professional manner.
- Establish standards for performance, service to patrons.
- Purchase supplies and equipment for hotel operations.
- Oversee staff scheduling for efficient operations and coverage.
- Interview, hire and train all Hotel employees.
- Investigate, records, evaluating employees' performance.

- Assuring lines of communication are open.
- Willing to work weekends, nights, and holidays.
- Assists in the development of policies and procedures.
- Responsible to enforce all rules, regulations, policies and procedures set by Resort.
- Responsible for the training, supervision, scheduling and development of all Department Team members.
- Due to the dynamic Casino Environment from time to time, we require employees to be flexible and assume other responsibilities assigned by management.

MINIMUM QUALIFICATIONS:

- High School Diploma or G.E.D.
- Must be computer literate
- Must be able to work flexible hours.
- Must have strong interpersonal and communication skills.
- Must be able to pass a criminal background check.
- Must be able to receive and maintain a Gaming License.
- Must be able to establish, implement, and enforce policy and procedure to ensure customer satisfaction.
- Must have at least 2 years of hotel management experience.
- Must pass background checks and other pre-employment screenings.

PREFERRED QUALIFICATIONS:

- B.A. in Business or Hotel Management.

WORKING CONDITIONS:

Sedentary work with prolonged walking and standing. Ability to lift 50 pounds at times. Subject to internal working conditions including a smoking environment and alcohol establishment.

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.

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): 01/26/2017

Northern Waters Casino Resort

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