

# PARAGON CASINO RESORT

## Job Description

### Hospitality Guest Service Representative

<b>Department:</b>	<b>Hospitality</b>	<b>Reports to:</b>	<b>Hospitality Manager</b>
<b>Job Code:</b>	<b>REP05</b>	<b>License:</b>	<b>Gaming</b>
<b>Position Code:</b>	<b>REP005</b>	<b>Costing:</b>	<b>200 2000 2002</b>
<b>Pay Grade:</b>	<b>N4</b>	<b>Date:</b>	<b>11/24/20</b>
<b>EEO-1 Code:</b>	<b>9</b>		

#### **SUMMARY:**

Responsible for providing accurate, timely information to guests about Hotel policies, services and amenities, ensuring optimum guest service and satisfaction.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

- Maintains a working knowledge of Paragons Casino Resort's property, as well as special events on and near property, in order to advise guests of same, whenever possible.
- Responds to guests' requests, complaints or inquires courteously and promptly.
- Enters changing reservation information into computer system.
- Posts charges to guest accounts and processes payment of accounts.
- Ensures a maximum level of service and satisfaction is achieved and maintained.
- Utilizes the hotel reservation system to confirm comp availability through interface with the player tracking system.
- Evaluates and issues guest complimentary for all venues, ensuring that they are in accordance with Paragon Casino Resort's policies and System of Internal Controls.
- Accesses guest information from the computer and updates information as needed.
- Facilitates some reservations for hotel, meals, golf tickets, tournaments and transportation and scooters, where applicable.
- Maintains a close working relationship with the Call Center Reservationist Associates, Casino Hosts and assists in informing prospective Hotel Guest of higher room value options.
- Observes credit limitations on check cashing privileges, and ensures that all checks accepted for payment of account are correctly stamped with the Bank Deposit stamp.
- Prepares shift cash report, balancing payments and disbursements with computer total, preparing the drop envelope for shift end, and balancing accounts.

- Greet guest and bus passengers in a friendly, courteous manner, providing information as necessary.
- Explains the benefits of membership in the Players' Club to bus group, and assists guest with the membership process.
- Answers incoming calls and directs them to the proper department or individual.
- Ensures a maximum level of guest service and satisfaction in Hospitality Department is achieved and maintained.
- Responds to special requests of guests, as well as guest complaints and inquiries in a calm, prompt and courteous manner.
- Facilitates the flow of information throughout Hospitality Department, by attending regularly scheduled departmental meetings.
- Listens to guest's complaints and concerns, and effectively resolves issues, or directs issues to the appropriate department for resolution.
- Enters bus information into computer for accurate daily counts.
- Prepares coupons for complimentary amenities and distributes same, as needed.
- Promotes exceptional guest relations, in order to achieve the desired level of guest service and satisfaction.
- Conducts tours of property, as needed.
- Held accountable for the accuracy and thoroughness of departmental records and reports.
- Performs other duties as assigned.

***Paragon Casino Resort requires all Associates to consistently:***

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain "Why" behind decisions.
- Maintain a consistent, regular attendance record.

**REQUISITE QUALIFICATIONS:**

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:** High school diploma or general education degree (GED) required. Some college courses in Hotel Management or Hotel/Motel experience preferred or an equivalent combination of education and experience.

**Qualifications:** Must possess excellent communication and organizational skills. Must be able to maintain a professional, positive demeanor in stressful situations, remaining polite to the guests at all times.

**Must apply for, be granted and retain a valid Tribal Gaming License and State Gaming Certification during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.**

**Language Skills:** Ability to read, analyze, and interpret a variety of instructions furnished in written, oral, or diagram form. Ability to respond to common inquiries or complaints.

**Mathematical Skills:** Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

**Reasoning Ability:** Ability to apply commonsense reasoning to a variety of situations.

**Physical Demands:** The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties, the Associate is regularly required to talk or hear. The Associate is also regularly required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools or controls. The Associate is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.