

Employee Requisition Form

Position to Be Filled: VIP Service Representative

Purpose: Provide exemplary customer service to the Guests of the Tachi Palace Hotel & Casino by providing support to the Casino Host Team and the Executive Host.

Required Qualifications / Essential Duties:

- Serve as an ambassador for the Casino Host Staff and casino/hotel guests.
- Possess a basic knowledge of Word & Excel.
- Excellent communication and organizational skills.
- Guest service oriented.
- Possess (or a willingness to train for) a working knowledge of Oasis Super Playmate, or similar player tracking system.
- Possess (or a willingness to train for) a working knowledge of LMS, or a similar property management system.
- Book reservations for guest rooms, transportation, dining, and entertainment for VIP casino/hotel guests.
- Must possess effective communication and organizational skills.
- Minimum of two (2) years prior Casino Hotel Front Desk supervisory experience, with progressive supervisory advancement exhibited.
- Extensive knowledge of Agilysys (LMS) property management system. Working knowledge of hotel reservation procedures and the applicable principles of yield management

Reports To: Player Development Assistant Manager

Starting Rate of Pay: D.O.E

Approximate Hours: 40

Date Needed: ASAP

Filling Deadline: Open Until Filled

Recruitment Representative
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Date Posted