

Employee Requisition Form

Position to Be Filled: Guest Service Supervisor

Purpose: Provide exemplary customer service to the Guests of the Tachi Palace Hotel & Casino by providing exemplary customer service and club membership incentives and benefits by assisting in the development, ongoing modification, enhancements and execution of the Premier Club.

Required Qualifications / Essential Duties:

- Assist in the overall operations of the Premier Club Program, assist in development of annual budget, and establishment of Club Policies and procedure. Verify Premier Club Card accounts for accuracy and validity; ensure timely issuance of card to Club Member.
- Ensuring a staff capable of achieving the Casino and department goals by aiding in the selection, evaluation, coaching, and training and disciplining of direct report.
- Contribute to effective coordination between departments by attending a variety of meeting to share information, plan/ schedule events, analyze and solve problems.
- Maintain all attendance records for employees, providing necessary coaching and counseling.
- Participates in meeting, providing information and reports as require
- High school diploma or general education degree (GED) required.
- Minimum 1 year supervisory experience
- Minimum 1 year customer service experience

Reports To: Guest Service Assistant Manager

Starting Rate of Pay: D.O.E

Approximate Hours: 40

Date Needed: ASAP

Filling Deadline: Open Until Filled

Recruitment Representative
kam

Date Posted