

# Employee Requisition Form

**Position to Be Filled:** VALET SUPERVISOR

**Purpose:** Responsible for successful overall operation of Valet and all related services, ensuring an optimal level of guest service and satisfaction is achieved and maintained.

**Required Qualifications / Essential Duties:**

- Lead, direct, and develop a team of employees to accomplish daily, quarterly and annual goals.
- Ensures department staffing and workload are appropriate.
- Ensures that customer vehicles are moved in the safest and most efficient way possible.
- Maintains the security of the key system for the vehicles parked in the valet area.
- Responsible for reporting the statistics of number of cars moved and number of cars parked.
- Responds to guests' requests, complaints or inquiries courteously and promptly
- Maintains a working knowledge of the Tachi Palace Hotel & Casino facilities, as well as special events on property, in order to advise guests of same, whenever possible
- Possesses a good working knowledge of all room locations, types, and special features; maintains information on all outlets, including hours of operation, and local attractions
- Associates degree or at least two years supervisory experience in a customer service related field.
- Must be able to drive standard and manual transmission vehicles.
- Must provide and have clean DMV print out / driving record.
- Previous Valet experience is preferred but not required.
- Must possess a valid California driver's license.

**Reports To:** Valet Pool & Spa Manager

**Starting Rate of Pay:** D.O.E

**Approximate Hours:** 40 hours plus

**Date Needed:** ASAP

**Filling Deadline:** Open Until Filled

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Recruitment Representative

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Date Posted