

Employee Requisition Form

Position to Be Filled: Guest Service Representative

Purpose: Provide exemplary customer service to the Guests of the Tachi Palace Casino Resort by greeting and registering guests with Premiere Club Cards, providing prompt and courteous service, promote Premiere Club services and amenities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Greets customers with a friendly and sincere welcome. Uses a positive and clear speaking voice.
- Solicits new members to the Premiere Club by promoting services and amenities while walking throughout the gaming floor.
- Enter data into assigned database using alphabetic, numeric, or other designated order or sequence.
- Compare data entered with source documents to detect errors.
- Adhere to all safety rules and requirements.
- Perform duties within time standards set by management.
- High School Diploma or GED required.
- Second language other than English is a plus.
- Minimum 6 months of data entry experience.
- Minimum 1 year experience in customer service.
- Any other duties as assigned.

Reports To: Guest Service Supervisor

Starting Rate of Pay: D.O.E

Approximate Hours: 40

Date Needed: ASAP

Filling Deadline: Open Until Filled

Recruitment Representative

Date Posted