



Employee Requisition Form

Position to Be Filled: Casino Host

Purpose: Responsible for maintaining close ties to known casino players through personal contact and phone calls and development of new prospects with high play potential.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide the guest with a positive experience to promote a return visit.
• Develop and maintain a list for all premium players.
• Collect and maintain relevant player information such as marital status and outside interests for use in event planning and other activities.
• Maintain relationships with premiere gaming guests through personal contact, direct mail, and telephone contact.
• Comps premiere guests based upon play, including accompanying guests to off-site special events or coordinating in-house special events.
• Analyze guest ratings daily.
• Promote casino events, parties, promotions, tournaments, and other functions to encourage guests to make return visit to the casino.
• Meet telemarketing quota.
• Understand departmental revenue responsibilities and how complimentary decisions/offers affect profitability.
• Work closely with Bingo, Slots, and Table Games personnel to determine "high worth players" and cater to those customers.
• Reports to the Player Development Manager and ensure the timely communication of all issues, concerns, incidents, and/or suggestions for improvement as it relates to the delivery of guest service.
• Maintains a presence on the casino floor serving as an ambassador for the entire property.
• High school diploma or general education degree (GED) required, 4- year degree preferred.
• Experience as a host department representative or Junior Host preferred.
• Marketing, Telemarketing or Casino Operations experience preferred.
• Possess a working knowledge of Oasis Super Playmate or a similar player tracking system.
• Working knowledge (or willingness to train) of LMS.
• Second language other than English is a plus.

Reports To: Player Development Manager
Approximate Hours: Full-Time
Filling Deadline: Open Until Filled

