



## Spotlight 29 Casino Job Description

**Job Title:** Guest Services Representative  
**Department:** Marketing  
**Reports To:** Guest Services Shift Supervisor  
**FLSA Status:** Non-Exempt  
**Prepared By:** Sharon Marshall  
**Prepared Date:** August 21, 2014  
**Approved/HR:** Sharon Marshall  
**Approved/GM:** Tom Sedlock  
**Approved Date:**

### **SUMMARY:**

Greet all guests and acts as a Spotlight 29 Casino information center by answering guest inquiries concerning casino promotions, live entertainment and special events, and The 29 Palms Band of Mission Indians. The primary responsibility is to enroll casino guests into Club 29 and assist in the distribution of prizes, awards, and promotional items to eligible guests and duties as they relate to the bus patrons, along with assisting at the Club 29 Gifts Shop, and by answering phones as needed.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement to be the premier entertainment experience in the Coachella Valley.
- Act as a liaison between Marketing and the casino guest, communicating with both to expedite customer requests.
- Present a positive image of the Casino to its guests and vendors and to assist them as required.
- Maintain a patron log which keeps current as to the likes and dislikes of the patrons.
- Upon being notified of the guest's arrival, must be present and ready for the guest.
- Must have strong knowledge of all local attractions.
- Provide constructive feedback to the Marketing staff to ensure guest satisfaction.
- Inform guests of the advantages and benefits of the Club 29 membership and then enroll them into the program.
- Know the casino layout in order to assist customers in locating such services as restrooms, cash cage, table games areas, cafe, specific slot machines games, etc.

- Know the events occurring at the casino; including but not limited to, the featured bands in the lounge, table games events, slot events, etc., and advise Casino guests accordingly.
- Thoroughly familiar with all Spotlight 29 Casino promotions, including but not limited to rules and guidelines for guest participation, the location where guests can enter the promotions and advise guests accordingly.
- Assist in the distribution of prizes, promotional items, and awards offered in the Casino's various promotions.
- Make public announcements as required.
- Assist Marketing Department with posting in-house advertisements.
- Assist in the Gift Shop, including exchanging points for merchandise based on company policy.
- Answer customer's questions concerning location, price, and use of merchandise.
- Be aware and understand the total price on merchandise purchased by customer to determine bill.
- Accept payment and giving change.
- Wrapping or bagging merchandise for customers.
- Selling tickets for entertainment acts in the Spotlight Showroom;
- Handling large amounts of cash at one time.
- Removing and recording amount of cash in register at end of shift.
- Enter new customer data and other sales data for current customers into a computer database; Accesses the CMS system, Infogenesis system, Star Tickets system, and other files and data information systems as needed.
- Develop and maintain relationships with customers.
- Maintain a clean work environment. Clean shelves, counters, or tables, etc. as needed.
- Welcomes incoming passengers from buses upon arrival.
- Responsible for entering bus manifests into the system to ensure each passenger has been accounted for.
- Logs in and requests check request for bus companies.
- Telemarkets and promotes bus trips on behalf of the Spotlight 29 Bus Program to interested parties and groups.
- Complies with Spotlight 29 Casino's policies and applicable laws.

- Ensure compliance with all Minimum Internal Control Standards (MICS) as well as all Tribal Internal Control Standards (TICS)
- Present a positive image of the Casino to its guests and vendors and to assist them as required.
- Must follow all safety policies and procedures and attend all scheduled safety meetings and training as a condition of employment.
- Perform any other duties that may be assigned from time to time.

**SUPERVISORY RESPONSIBILITIES:**

None

**EDUCATION AND EXPERIENCE:**

- Must possess a high school diploma or equivalent.
- Computer literate
- Capable of typing 40 wpm
- Three to six months related experience and/or training; or equivalent combination of education and experience

**CERTIFICATION, LICENSES AND ANY ADDITIONAL REQUIREMENTS:**

- Must pass pre-employment and periodic random drug screens
- Must be able to pass background suitability investigation
- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment
- Must speak a second language. Will be requested to translate when needed.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is frequently required to stand, walk and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Occasionally, with mechanical assistance and while wearing a back brace, the employee will be required to move up to 1000 lbs. Specific vision abilities required by this job include distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts.
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.
- Be aware that surveillance cameras and audio equipment monitor the premises recording activity throughout the facility on a 24-hour, 7 – day per week basis

**INDIAN PREFERENCE ACT:**

The Twenty Nine Palms Band of Mission Indians has a resolution on file with Human Resources to ensure that Indian Preference will be adhered to in the following order in accordance with IPA:

1. Tribal Members
2. Other Native Americans
3. All other ethnic groups

**I have read and understand all of the elements of the above Guest Services Job Description.**

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**Signature**

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**Date**