

# Players Club Attendant

## **JOB DESCRIPTION**

**Scope and general purpose of job:** To work on a rotation basis within the Players Club, ensuring maximum guest satisfaction, and adhering to the standard required by the Property.

## **DUTIES AND RESPONSIBILITIES**

- Attend to all guests who enter the property immediately, cordially, and with a smile.
- Register guests into the computer, promptly provide all necessary information to ensure guests' satisfaction, and direct guests to cash counter for payment of entry ticket.
- Advise Players Club Manager of any irregularity regarding registration system or customers.
- Update guest information into the computer whenever possible.
- Handle guest complaints whenever possible, or call Players Club Manager if required; note and inform management of all guest comments.
- Have excellent knowledge of all property services and amenities to be able to inform guests and effectively up-sell/cross sell.
- Keep informed of all functions in the property and pending activities in the department.
- Make sure that guest history information is obtained and forwarded for regular update.
- Ensure that brochures and information booklets regarding the property are available for the guests.
- Monitor and ensure that all Players Club areas are kept clean.
- Welcome the guests, ensure proper and quick registration, and help to familiarize them with all area of the property.
- Check Players Club area to make sure that the set-up is according to specified and correct standards
- Up-sell other in-house amenities.
- Inform Managers of daily arrivals and V.I.P. lists that current day.
- Cooperate closely with other departments for matters relating to the operation of Players Club.
- Ensure that information for the maintenance of accurate guest history files are provided.
- To maintain a complete and update understanding of all aspects the Patrons' Club rewards systems.

**Appearance:** to maintain a high standard of appearance and personal hygiene at all times in accordance with the procedures and the requirements of the company.

**Cooperation:** to cooperate with staff, colleagues, and superiors at all times.

**Communication:** to communicate constantly with the Manager On Duty, other departmental staff, other supervisors, managers, and superiors with regard to matters arising on the floor.

## **OCCASIONAL DUTIES**

To carry out any other reasonable duties and responsibilities as assigned.

*This is just a brief description of some of the duties that this position will require and is not exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time.*