



Kla-Mo-Ya Casino, Corporation

34333 Hwy 97 N ♦ Chiloquin, OR 97624 ♦ 541.783.7529

www.klamoyacasino.com

GUEST RELATIONS HOST

INTRODUCTION

The primary purpose of the Guest Relations Host is to provide friendly and efficient customer service. The Guest Relations Host is responsible for host/hostess duties, promote excitement and fun through sharing knowledge of brochures, player rewards, point redemption, upcoming events, marketing promotions and Gift Shop sales including display and inventory control.

MAJOR DUTIES AND RESPONSIBILITIES

1. Maintains a professional, friendly and courteous atmosphere that provides guests with an exceptional gaming experience.
2. Assists guests with all requests in a professional and timely manner.
3. Explains the Bonus Club program in detail.
4. Effectively markets the Bonus Club program to all new casino guests and actively enrolls new members.
5. Utilizes all aspects of the Player Tracking System.
6. Maintains general knowledge of the property.
7. Stays informed of all Marketing events and promotions and helps ensure that all floor personnel are informed of all events and promotions.
8. Works effectively independently and with a team.
9. Able to work under time constraints.
10. Count and verify bank to set up cash register to open up operation.
11. Collect payment by accepting cash/credit from customer.
12. Operate cash register, make accurate change, and present a receipt to customer.
13. Keep Gift Shop and Bonus Club items stocked and displayed in a presentable and attractive manner.
14. Balance cash register at the beginning and end of shift.
15. Responsible for preparing and completing all required logs and reports to document operational status and activities timely and accurately.
16. Comply with all departmental and organizational policies and procedures.
17. Maintain department confidentiality.

ADDITIONAL DUTIES

1. Adheres to Casino standards for guest service and confidentiality.
2. Refers guest problems or complaints to appropriate supervisors according to Casino policies.
3. Reports and documents any observed or known safety hazard, conditions or unsafe practices and procedures to management immediately
4. Performs other job-related duties as directed.

KNOWLEDGE, SKILLS AND ABILITIES

- Must possess and demonstrate excellent customer service skills.
- Ability to speak and communicate clearly and concisely.
- Ability to operate cash register.
- Willingness to work irregular schedules, which will include weekends and holidays.
- Possess basic computer skills.
- Ability to function under pressure of time and/or demands of several tasks at once.
- Knowledge of and ability to apply basic math skills.
- Knowledge and skill in basic record keeping requirements.
- Ability to maintain confidentiality of records and information pertinent to the nature of the work.

SUPERVISORY CONTROLS

The Guest Relations Host works under the direct supervision of the Marketing Coordinator, who provides general direction. Work is assigned in the terms of urgency and objectives. The Guest Relations Host must be able to work independently and follow instructions.



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QUALIFICATIONS, EXPERIENCE AND EDUCATION

- High School Diploma or Equivalent. **REQUIRED**
- One (1) year experience in customer service and cashiering experience. **REQUIRED**
- Must be 21 years of age or older. **REQUIRED**
- Basic computer skills. **PREFERRED**
- Must submit to and clear an Alcohol/Drug Screen. **REQUIRED**
- Must be Licensable by the Klamath Tribes Gaming Regulatory Commission. **REQUIRED**
- Indian Preference will apply.