



GATEWAY

CASINOS & ENTERTAINMENT

Let's play.

POSITION TITLE: VIP Host
REPORTS TO: VIP Manager

At the Baccarat Casino (a Gateway Casino property) we are fun, bright, motivated and love what we do. So we invite you to join our team of professionals and experience the excitement of a casino environment.

PURPOSE:

To assist VIP patrons in VIP rooms, handle VIP player requests, inquires and maintain VIP room in orderly manner

ESSENTIAL FUNCTIONS:

1. Greet and acknowledge all guests entering the room in a professional manner.
2. Minimize guest distractions by assisting VIP Manager with LCT paperwork.
3. Keep up to date with all Gaming and Non-Gaming promotions. Update event information.
4. Maintain daily Premium Player lists, and register new or walk-in VIP patrons.
5. Issue complimentary vouchers for VIP patron entitlements.
6. Keep the VIP Manager and Floor Supervisors aware of any information that will assist them with providing exceptional service.
7. Be aware of all Gateway Casinos events and receive patron expressions of interest.
8. Receive and respond to all incoming calls or requests for assistance.
9. Update player information files and communicate player movements.
10. Monitor and replenish where necessary, reception and office supplies.
11. Assist with constant monitoring of the cleanliness and aesthetics of the room, and taking action where required. Other duties as assigned by the VIP Manager.

REQUIREMENTS:

- Minimum 1 year experience as a hostess in the guest services / hospitality industry
- Knowledge of Asian languages an asset
- Excellent customer service skills, including demonstrated ability to be friendly, efficient and polite

Please apply in confidence, by submitting your Cover Letter and Resume to the Baccarat Casino via email: cmacbride@baccaratcasino.net or fax: (780) 413-3177 by February 5, 2010.