

GUEST SERVICES: SLOT ATTENDANT/CAGE CASHIER/PLAYER'S CLUB ATTENDANT**Reports to: Casino Shift Manager, Executive Management****Starts at \$17/hr + tips (tips average \$8/hr+)**

All Guest Services staff train in the Player's Club, Slot Floor Attendant and Cage Cashier roles to maximize customer service during all shifts. Training is provided in-house.

Colorado Support Gaming license is required. Company reimburses employees for biannual renewals.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES (INCLUDING BUT NOT LIMITED TO):

Follow all company and department policies and procedures and perform all duties in compliance with the Division of Gaming's ICMP's. Provide great customer service and be attentive to guests' needs on the floor at all times.

Lift up to 35 pounds, walking, standing, kneeling, bending, working 10–11-hour shifts with designated breaks and lunch per CO Department of Labor rules and regulations, regular use of computers required in all Guest Services positions up to 10 hours per shift (both sitting and standing), walking stairs as needed on both casino properties.

Become familiar with and operate the Player Tracking System to perform guest transactions including but not limited to coupon redemptions, point redemption and comp redemptions.

Respond in a timely manner to guest needs, including but not limited to:

- jackpot payoffs
- slot machine fills
- accumulated credit payouts
- slot machine repair
- Keeping slot machines clean
- Coin redemption
- TITO redemption
- Player's club coupon, comp, and promotion redemption
- Perform duties in accordance with the ICMP's
- Have a good working knowledge of basic slot machine operation.
- Walk Slot Floor to observe gaming activity, watch for safety or security problems, and report any problems too.
- Observe guests for signs of underage gaming or intoxication.

If scheduled as casino cashier, employee operates a cashier cage, alone or with co-workers. While working in the cashier cage duties include handling cash, coins, TITO tickets, chips and tokens and other instruments of value. The cashier is responsible for handling all transactions accurately, greeting guests and giving great customer service while adhering to Colorado Division of Gaming rules, regulations and ICMP's always. All employees operate a computerized slot management system. The cashier operates counting machines and 10 key calculators. All employees are responsible for the control of restricted keys used in the casino and must ensure that keys are dispersed only to authorized individuals and that all keys under their control are accounted for at the beginning and end of each shift per CDOG ICMPs and House Policies. All employees work with the Manager on Duty and staff to ensure smooth operation of the cashier cage, slot floor and players' club.



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Must have a good working knowledge of Colorado Limited Gaming Rules, Regulations, and Internal Control Minimum Procedures [Per CDOG regulations for all license holders], as well as House policies and procedures after training period.

Must wear and maintain all uniforms properly.

Flexible workweek with possible additional hours on occasion to cover others' vacations. Flexible scheduling including but not limited to weekdays, weekends, swing shifts (no graveyard shifts) and Holidays.

Perform additional duties as directed by management.