



Ho-Chunk Nation

Job Description



TITLE: Casino Host – Hostess		JOB CODE: CHOS
Business	EEO: 5	PAY GRADE: 9
Non-Exempt	No-Flex	FUNDING SOURCE: NPD
HO-CHUNK PREFERENCE		

*"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."
All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K*

POSITION OVERVIEW

The Casino Host/Hostess provides support to the Marketing Manager for the successful operation of the Marketing Department. The Casino Host is responsible for building and maintaining strong relationships with established high-level gamer, through incremental trips and play; thereby increasing gaming revenue as a result of his/her actions and abilities. The Casino Host is ultimately responsible for improving the gaming experience with the intent to build loyalty by utilizing restaurant, hotel and spa offers as well as assisting with promotions and special events to encourage return visits; all of which ultimately enhances every interaction for our guests and employees; customer services is our top priority for both internal and external guests.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Assignments must abide by applicable procedures in accordance with Internal Controls, Gaming Ordinance, and accounting practices on a daily basis.
2. Market the amenities of the casino to existing and prospective players to enhance play by proactively seeking out new gamers on the casino floor and introducing the benefits of the Rewards Club on a daily basis.
3. Determine the level of comps to be given to any particular player, according to the parameters set by departmental standards and/or guest profitability on a daily basis.
4. Generate player's activity reports to support issued complimentary as requested.
5. Cater to the needs of the players while they are within the casino; ensuring players are satisfied with the services provided.
6. Book reservations for the casino's valued guests as requested.
7. Prioritizes, organizes, and completes multiple activities with minimal supervision on a daily basis.
8. Maintain current knowledge of all events, promotions, and special invitation only events by reviewing all available information in order to provide guest with accurate details to answer questions, handle special requests and aid the guest in enjoying the best possible experience to ensure guest satisfaction on a daily basis.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	None
Supervisory Accountability	None
Organizational Accountability	None
Financial Accountability	None
Customer Accountability	Interfaces with internal and external guests



Freedom to Act

Subject to regular review by supervisor

MINIMUM QUALIFICATIONS

EDUCATION:

1. High school diploma or equivalent is required.
2. Post-secondary education is preferred.

ESSENTIAL:

1. All casino employees will be subject to the Criminal and Background restrictions of the Ho-Chunk Nation.
2. Must be bondable and hold a gaming license throughout employment.
3. Must have and maintain a valid driver's license and at a minimum, liability auto insurance.
4. No tipping or gratuity will be allowed for this position.

EXPERIENCE:

1. Gaming industry experience is preferred.
2. Minimum one (1) year experience in hospitality, sales, marketing, promotions and/or public relations.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Outstanding skills in communication, both oral and written.
2. Strong organizational skills.
3. Ability to multi-task and receive several assignments to be completed in a short time with attention to detail.
4. Possess computer literacy; word and excel processing skills required.
5. Knowledge in player tracking system and hotel reservation software.
6. Must be self-motivated and able to follow directions to complete tasks in a timely manner with minimal supervision.

WORK PLACE RESPONSIBILITY

1. Must present a neat, clean and professional appearance.
2. Maintain a safe and healthy work place environment.
3. Must adhere to strict confidentiality at all times.
4. Promotes positive employee and public relations.

WORKING CONDITIONS

1. Office setting.
2. Must have the ability and willingness to work assigned schedule including nights, weekends, holidays and extended unscheduled hours when required to meet operational needs.
3. Noisy, smoky and sometimes stressful in a fast paced multi-tasking environment.
4. Combination of standing (possibly long periods of time), sitting, walking, reaching and bending.
5. All outdoor weather conditions possible, including but not limited to: hot/humid, sub-zero, rainy, snow/icy or sunny.