



Casino Sunborn Job Description for:

FLOOR SERVICE ATTENDANT

REPORTS TO: Floor Manager

HOURS OF WORK: Average 40 hours per week on a rotating roster

DAYS OF WORK: Working any period between Mon - Sun.

SKILLS:

A Floor Service attendant has superior customer service skills. He or she is extremely motivated and is willing to go above and beyond his duties to exceed customer expectations. The Floor Service attendant is very detail-oriented, always ensuring that his work meets casino standards. He works well with others, serving as a valued team player. He has the ability to anticipate the needs of guests, working to satisfy requests before they've even been made. It's also important that he has the ability to visualise what is needed to be done for incoming and existing guests.

RESPONSIBILITIES:

The Floor Service attendant is tasked with responding to the requests of all guests in his assigned area, whether it be at the reception desk, behind the bar or on the floor working directly with the guest. He/She provides all guests with his undivided attention, to allow him to provide the best possible service. Ensuring the casino floor is properly maintained at all times is his/hers responsibility. He/She stocks the bar areas, cleans up after guests, assists with food and beverage service preparation, sets the area up for service and more. He keeps the casino floor running smoothly and does his/her best to make sure all guests leave satisfied.

THE FOLLOWING RESPONSIBILITIES ARE ALSO NECESSARY IN THE DAILY WORK OF A FLOOR ATTENDANT:

- Welcoming visitors by greeting, registering, directing and announcing them appropriately
- Answering customer's queries.
- Answering, screening and/or forwarding any incoming phone calls while providing basic information when needed
- Assisting colleagues with their tasks
- Maintain security by following procedures and controlling access
- Respond to and resolve customer complaints when possible, enforcing safety rules, and report any seen safety hazards, guests who are underage, intoxicated or disruptive.
- Display at all times a high professionalism with courteous interaction towards guests and other departments.
- Maintain a tidy and safe work area.
- Perform the count when assigned.
- Is responsible for the service of beverages to the guests in a friendly and courteous manner.
- To provide efficient, expedient and courteous service to the guests leading to total guest and company satisfaction.
- Is responsible for the cleanliness, maintenance and upkeep of all equipment, furniture, stations and property that he/she is working with.
- To check all glasses, crockery and other items needed before putting them in use.
- To be responsibly minded for the breakage and loss of such items.
- To ensure that all items required for the set-up of each area are clean, unspotted and in place.
- To respect his/her Superiors, address him/her with the due titles, accept requests without questioning, co-operate unselfishly, and be a good team worker.
- To be courteous, warm, smiling while dealing with guests.
- Be efficient, fast and serve with confidence and flair.
- Must be familiar with all Bar menu items, their preparation and service procedure.
- To make sure that all beverages are according to the menu.
- To carry out all side jobs as assigned to on a fair rota basis.
- To listen to guest complaints and to notify the floor manager if necessary.
- Rectify wrong doings and any guest demands.
- Inform the Floor Manager of all complaints.