



## JOB DESCRIPTION

**POSITION TITLE:** Host/Hostess  
**DEPARTMENT:** Marketing  
**SALARY:** DOQ  
**POSTING DATES:** 11/18/2021-12/2/2021

### GENERAL DESCRIPTION:

Responsible for assisting, promoting and developing potential and existing customers by providing quality service and insuring their comfort and pleasure during their visit at the Spirit Lake Casino & Resort.

### DUTIES AND RESPONSIBILITIES:

- Maintain excellent customer relations while hosting our quality customers.
- Insure that all customers receive a high standard of service and satisfaction while developing and establishing new customers through our casino programs.
- Increase customer visits to casino.
- Increase customer spend per day.
- Walking throughout the casino greeting customers and communicating with them, the Player's Club programs and benefits.
- Encouraging people to sign up for the Player's Club.
- Making reservations for players.
- Telemarketing events and inactive player lists.
- Working on computer and telephone insuring customer satisfaction and return visits.
- Training of new staff including explanation of comp policy and operating procedures.
- Approve complimentary.
- Must be able to work odd hours, evenings, weekend's etc.

### RELATIONSHIPS TO OTHER POSITIONS AND ENTITIES:

Reports to the Player's Club Manager. Works with all areas of the casino to insure quality customer satisfaction in all venues of the resort.

### QUALIFICATIONS:

- High School Diploma or GED equivalent.
- Excellent customer service and people skills.
- Outgoing personality.
- Five years gaming experience, preferably within the Spirit Lake Casino & Resort.
- Must pass background check to qualify for gaming license.

### EMPLOYMENT STATUS:

Full Time, Full benefit package, Health Insurance, Life Insurance, Personal Time Off, 401 K Plan. Native American Preference applies.