



Restaurant Host:

Requires NJ Casino License. Consistently demonstrates superior customer service skills by displaying outlined service behaviors. Maintains an upbeat and positive attitude, creates positive energy with gestures and sustains enthusiasm from one interaction to the next. Creates an atmosphere of luck and celebrates guest's wins. Is ready to serve and is informed of daily information; builds relationships by greeting guests with a warm, friendly verbal greeting. Anticipates needs and provides fast, flawless service. Checks for satisfaction and effectively resolves service breakdowns when they exist. Promotes Total Rewards programs and card membership. Provides a warm farewell and thanks guests for visiting.

Responsible for greeting and seating guest in assigned dining area. Provides assistance to both guests and employees when necessary. Greets guests upon their arrival and escorts guest party to appropriate table in dining area. Maintains order and cleanliness in dining room. Reports all complaints to management on duty. Ensures that schedules food servers and bus persons are present, chairs and tables are properly positioned and station groupings are assigned to each station. Distributes checks and handles comps, food coupons, and Player cards. Ensures proper check and cash control procedures are carried out. Acknowledges guest's departure and cordially thanks all guests. Completes special assignments for management as requested.

EDUCATION/SKILLS/EXPERIENCE:

High school diploma or equivalent preferred. Ability to read and write English sufficiently to perform job. One year experience as food server. Some knowledge of food service.