

# Slot Manager / Slot Host / Head Chef

## Mid-Range Casino – Canada

### Salary Chart

Title	Low	Mid	High
Slot Manager	\$61,000	\$76,000	\$88,000
Slot Host	\$35,000	\$42,000	\$48,000
Head Chef	\$50,000	\$53,000	\$88,000

### Job Descriptions

## - Slot Manager -

#### **Reports To**

General Manager

#### **Summary**

The Slot Manager is responsible for the day to day management of the Slot Department front line staff, including establishing work priorities and ensuring all applicable department policies and procedures are adhered to at all times. The incumbent must complete and remain current on related training. Training is provided on the job. Six to twelve months on-the-job learning is required to fully understand all systems, procedures, processes and the expectations of the position

#### **Core Competencies**

- Customer Service
- Team Work
- Problem Solving
- Leadership and Coaching

#### **Job Duties**

- Responsible for the management of the Slot Department
- Accountable for decisions affecting revenue, staffing, purchasing, policy development and staff performance.
- Required to maintain integrity and confidentiality of all guest transactions, and cash volumes handled

- Responsible for the maintenance and confidentiality of employee files.
- Consults with the Casino General Manager regarding employee performance and issues requiring disciplinary action
- Seeks the Casino General Managers guidance and authorization to settle guest disputes or concerns which involve financial claims or may question the integrity of the gaming operation.

### **Managerial Responsibility**

- The incumbent must be able to provide direct supervision to approximately 8 - 12 Slot Attendants per shift when required.
- Managerial duties include training and development, assigning work, providing advice and direction, coaching and counseling, coordinating unit activities, establishing work standards, monitoring work quality and providing functional supervision.
- Works closely with the Casino General Manager in employee matters such as hiring or promotion, performance appraisals, and handling disciplinary matters
- Required to take all necessary precautions to protect the safety and health of workers and ensure that safe work practices are developed and adhered to.

### **Requirements**

- 5 years previous manager experience is required. Managerial experience includes coaching/developing, evaluating employee performance and working in a leadership role.
- 5years previous customer service and cash handling experience is an asset
- University education or the equivalent Casino related experience is require
- Proficiency in the use Microsoft Word, Excel and Outlook are required.
- Additional courses in customer service and conflict resolution would be an asset.
- Training courses in Management is an asset.

### **Work Conditions**

- Prolonged standing, walking and in addition to repetitive movement from computer input
- Some lifting (up to 15 pounds) may be required for lifting TITO paper boxes.
- Concentration is required for handling files and reports, developing correspondence, and investigating variances
- Active listening is required to assist with guest and employee issues.

## **- Slot Host -**

### **Reports To**

Slots Supervisor/Slot Manager

### **Summary**

The Slot Host is a highly visible presence on the Slot Floor and is responsible for developing and maintaining the highest rapport with guests and developing Slot customer relations. The Slot host will promote an energetic and exciting experience for all guests while consistently maintaining professionalism, integrity and respect for privacy. **Shift work and travel** to and from other Casino sites to work events, or for training is a part of this position. Liaises and communicates with – General Manager/Casino Host & Player Development Team/PURE Players Club Booth/Corporate Marketing

### **Core Competencies**

- Customer Service
- Team Work and Cooperation
- Problem Solving
- Leadership and Mentoring

### **Job Duties**

- Capable of completing the regular duties of Slot attendants when required.
- Assists in the Customer Service Booth as required.
- Maintain an ongoing presence on the gaming floor and create an atmosphere of “fun and excitement” for all guests.
- Plans and executes Slot fun events to promote the “Club Atmosphere” that PURE Rewards is designed to create.
- Actively engage guests throughout the gaming floor and encourage them to sign up for a Club Card.
- Rates Slot play and enters data into Slot Black Club Member accounts.
- Develops a list of 200 Black Card members within the first six months on the job. / Develops that list to goal of 500 Black Card members after the first 12 months on the job.
- Interact with guests and provide them with information regarding the Casinos, promotional events.
- Answer questions relating to all casino gaming and non-gaming amenities.
- Monitor for flags of problem gambling, and refer to senior management as required.
- Assist Promotions and Entertainment with in-house promotions, signage, and pictures with indemnity release forms.
- Makes announcements over the Public Address system regarding events, entertainment, winners and other required information.
- Accountable for the integrity of the Slot complimentary program, distribution and documentation of all comps based on established guidelines and eligibility requirements.
- Identify and report to the Slot manager on service delivery opportunities and shortfalls.
- Ensure guests are being provided with superior customer service.
- Develop, support and mentor the Slot Supervisors, as well as, all slot associates in areas pertaining to the slot department.
- Ensure proper implementation of established policies, procedures and controls for effective and secure cash.

- Support and communicate with all Slot Associates and affiliated departments within the casino
- Monitor and report risk and safety concerns to ensure a safe environment for both associates and guests.
- Actively communicates inefficiencies.
- Gain an extensive knowledge of the Casino's Players Card Club.
- Relay any associate related concerns to the Slot Manager.
- Ensure slot floor/Cash Cage meets desired presentation for our guests, sections are clean and tidy throughout hours of operation.
- Ability to work under stress obtaining organizational skills in time management.
- Uphold a team work appearance offering assistance where available or when requested.
- Adhere to all scheduled shifts.
- Actively participates in the Scoring and Coaching of assigned programs
- Encourage staff involvements in events
- Display leadership skills
- Provide communication to Slot Manager to improve efficiencies
- Maintains a positive and respectful attitude with a "One Team " mind set
- Is flexible and willing to perform duties as workload necessitates
- Maintain a AGLC gaming workers license
- Performs other duties as assigned.

#### **Requirements**

- Completion of a Grade XII High School diploma or G.E.D. equivalent.
- Intermediate skills in using Microsoft Office (Word, Excel and Outlook).
- The incumbent must have strong communication and conflict resolution skills and be comfortable with public speaking.

#### **Secondary Qualifications**

- Previous experience in a service environment where maintaining guest relationships was a focus of responsibility.
- Previous experience in the tourism industry.
- A bilingual (French/English/Chinese) language skill is considered an asset.

#### **Work Conditions**

- Prolonged standing, walking and in addition to repetitive movement from computer input. Some lifting (up to 15 pounds) may be required for lifting TITO paper boxes.
- Concentration is required for handling files and reports, developing correspondence, and investigating variances.
- Active listening is required to assist with guest and employee issues.

**- Head Chef -**

#### **Reports To**

VP/Regional General Manager

#### **Summary**

The Head Chef will coach, train and supervise associates in the kitchen to prepare, cook and present food according to standard recipes. They will develop signature menus and signature dishes as required while

ensuring excellent food quality and presentation of all food to our customers. The Head Chef will lead with passion and by example while effectively communicating and connecting with team members and guests alike.

### **Core Competencies**

- Customer Service
- Coaching and Mentoring
- Leadership
- Communication

### **Job Duties**

- Effectively communicate and connect with team members and guests alike
- Maintain food quality standards - including consistency and presentation
- Train and develop team members
- Lead with passion and by example
- Manage production in main kitchens
- Maintain all menus and recipes used in the restaurant
- Maintain a high level of cleanliness in the kitchen facilities.
- Oversee the daily cleaning of the pantry, cooking line, prep kitchen, and dish area.
- Investigate and resolve customer complaints
- Ensure the organization and rotating all food stock, and keeping track of inventory.
- Regularly check for freshness and quality.

### **Requirements**

- Kitchen Manager
- Minimum of 3 years of Kitchen Management/ Head Chef experience
- Expertise in food product, presentation, quality and preparation
- Menu concept and design experience
- A degree in Culinary Arts is required
- Ability to review and communicate health and safety standards
- Ability to review and communicate operating and procedures manual
- Ensure maintenance standards are adhered too
- Ability to maintain food costs in accordance with budget
- Ability to maintain labour costs in accordance with budget
- Strong management skills in a multicultural and dynamic environment
- Very strong communication, problem solving, decision making, and interpersonal skills
- Superior customer service, teambuilding, and conflict resolution skills
- Ability to read, write, and speak English clearly and distinctly
- Must have Food Safe Certification, ProServe Certification
- Menu costing and menu engineering experience is required
- Must be a able to work varied shifts which would include weekends and holidays
- Must be physically fit and able to handle a physical work load
- Staff evaluations
- Implement training programs

### **Work Conditions**

- Must be able to lift a maximum of 25-50 lbs. using proper lifting techniques

- Must be able to stand for 8 hour periods
- Operate hot cooking equipment
- Must be able to bend to reach shelves
- Must be able to carry out light cleaning duties
- Must be available to work all shifts including evenings, weekends and holidays
- Must be able to work in a fast-paced working environment
- Manual dexterity, preparing vegetables, meat and other food items