



HOLLYWOOD PARK CASINO

JOB DESCRIPTION

TITLE OF POSITION: Concierge	DEPARTMENT: Casino
REPORTS TO: Concierge Supervisor/Shift Manager	DATE: January 2017

POSITION SUMMARY:

Provide excellent guest service when assisting Player's Club Members. Perform all duties in accordance with all applicable legal regulations and requirements, presenting oneself as an asset to the Hollywood Park Casino and encouraging others to do the same.

MAJOR RESPONSIBILITIES:

- Greets guests in a friendly and courteous manner in person and on telephone.
- Maintains a clean and organized work area.
- Answers and routes public and employee telephone calls in a professional and friendly manner.
- Assists with package deliveries and routes delivered items.
- Ensures customer needs are met by giving direction, suggestion and by channeling concerns.
- Fills out forms, maintains logs and carries out activities related to guests' lost and found items and cellular phone charging.
- Operates the Casino Poker Board by registering players for games, announce available seats , answer general questions and communicate with floor staff and dealer coordinator.
- Provides information on the geographical area; suggests site-seeing spots and arranges tours.
- Arranges transportation and lodging needs for guests.
- Secures luggage or personal effects for guests while at the casino.
- Promotes and distributes Player's Club membership forms to customers.
- Maintains working knowledge of the Player's Club.
- Scans guests' cards on the casino floor for accurate tracking.
- Keeps apprised of all current and upcoming casino promotions and special events and communicates them to players to encourage participation in those activities.
- Assist in all other duties and special projects as assigned by Concierge Supervisor, Shift Manager and upper management.
- Strictly adhere to all HPC timekeeping rules and procedures.
- Adhere to all department, Human Resources and Safety policies and procedures.
- Adhere to all applicable federal, state and local laws and regulations.

QUALIFICATIONS, EXPERIENCE, EDUCATION:

- Must be 21 years of age or older and employment eligibility in the U.S.
- Must be able to pass a background check, obtain a work permit before entering this position.
- Must have employment eligibility in the U.S.
- Possess superior communicational, organizational, interpersonal and computer skills.



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- Ability to multi-task, solves problems, understand and follow written or verbal instructions.
- Be dynamic and personable; take action and be results oriented.
- Ability to adapt well to the casino environment that involves large numbers of people as well as loud and continuous high noise levels.
- Must function in a team environment and possess a high regard for customer service and Team Member relations.
- Demonstrates flexibility; must be able to work any shift and any day of the week, including weekends, holidays and special events.
- Duties for this position require moderate physical exertion, such as sitting/walking at will, standing/sitting for long periods, lifting/carrying objects weighing up to 25 lbs., pushing/pulling objects, crouching/kneeling, bending, reaching, kneeling, twisting, close vision, color/depth perception, hearing sounds/communication, and handling/grasping/fingering equipment. Safety precautions must be used at all times to avoid injury to oneself and others.

The above statements are intended to describe the general nature, level of work, and skills being performed by people assigned to this classification. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed. Furthermore, the above statements may be reviewed, changed and/or modified by management at any time, with or without notice to employees.

Acknowledgement:

I have read, understand, and will abide by the above Job Description. I am capable of fulfilling all of the essential duties and do not need an accommodation.

Print Full Name: _____ Employee ID: _____

Employee Signature: _____ Date: _____