

HOLLYWOOD PARK CASINO

JOB DESCRIPTION

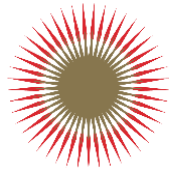
TITLE OF POSITION:	Poker Floorperson	DEPARTMENT:	Casino Floor
REPORTS TO:	Shift Manager	DATE:	January 2017
WAGE RATE/RANGE	\$16.00		

POSITION SUMMARY:

Monitor all Poker section activities to ensure consistency with Casino Operation directives and performance standards. Observe operational efficiency of all functions including staff and services. Performs all duties assigned 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 DUTIES AND RESPONSIBILITIES:

- Interface and provide first-class 5-star level customer service to all guests and employees.
- Ensure the customer service provided always exceeds the criteria set by the Hollywood Park Casino Company, Inc. Code of Professionalism.
- Maintain a professional and well-groomed appearance at all times.
- Communicate effectively with all employees and follow through on written or verbal instructions.
- Suggests when to start or break games and ensure table insignia is properly displayed and collections are taken properly.
- Accurately maintains casino issued impress bank and properly returns it at the end of shift.
- Ensures integrity, cleanliness and orderliness of the gaming floor in general, and assigned section in specific.
- Keep apprised of all current and upcoming casino promotions and special events and communicates them to players to encourage participation in those activities.
- Fully understands all rules and procedures of all games in his/her assigned area.
- Knows all prescribed remedies for common dealing errors and violations of the gaming rules.
- Enforces policy and procedural decisions as instructed by a lead floorperson or a shift manager.
- Informs shift manager of any discretionary decisions involving players and/or staff.
- Recommend barring certain patrons and cooperate with appropriate personnel to carry out management's decision on such patrons.



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- Immediately reports any and all illegal or suspicious activities, safety concerns or other urgent problems to lead floorperson, shift manager and/or upper management.
- Completes all other duties as assigned by upper management.
- Attendance and punctuality are essential functions of this position.
- Strictly enforce and adhere to all HPC timekeeping rules and procedures.
- Enforce and adhere to all department, Human Resources and Safety policies and procedures.
- Enforce and adhere to all applicable federal, state and local laws and regulations.

QUALIFICATIONS, EXPERIENCE, EDUCATION:

- Must be 21 years of age or older to apply.
- Must be able to pass a background check and obtain a casino work permit before entering this position.
- Must have employment eligibility in the U.S
- High school diploma or equivalent required.
- Casino experience required.
- Must have general understanding of Federal law requirements including the Bank Secrecy Act
- Demonstrates proficient written and verbal communication skills.
- Must possess a high regard for customer service and Team Member relations.
- Must be self-motivated and have the ability to recall and conceptualize gaming decisions.
- Demonstrates Flexibility – able to change schedule or locations within the casino as required to meet the needs of the departments
- Must be able to work any shift and any day of the week, including weekends, holidays, and special events.
- Ability to establish and maintain effective working relationships with employees and guests.
- Ability to work under pressure and be detail oriented.
- 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.



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