

HOLLYWOOD PARK CASINO

JOB DESCRIPTION

TITLE OF POSITION: California Games Dealer	DEPARTMENT: Casino
REPORTS TO: Shift Manager	DATE: January 2017
HOURLY RATE: \$16.90 per hour	PAY TYPE: Hourly

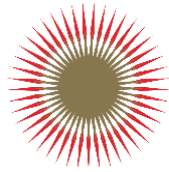
POSITION SUMMARY:

Deal cards and run all assigned games in the California Games section efficiently and smoothly. Collect house and jackpot revenues and maintain a professional and positive attitude. Perform all duties assigned in accordance with departmental procedures and 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:

- 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.
- Greets and directs players to gaming tables.
- Deal at assigned gaming tables according to approved game rules and HPCC procedures.
- Keep games running smoothly and quickly, manage the players' behavior and maintain the integrity of the games.
- Collect and drop the house collections and jackpot fees accurately.
- Keep apprised of all current and upcoming casino promotions and special events and communicates them to players to encourage participation in those activities.
- Report safety concerns, procedure violations and suspicious or illegal activities to supervisor immediately.
- Completes all other duties as assigned by leads, supervisors and upper management.
- Attendance and punctuality are essential functions of this position.
- 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:



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- Must be 21 years of age or older to apply.
- Must be able to pass a background check and obtain a work permit before entering this position.
- Must have employment eligibility in the U.S
- Must have a thorough understanding of and ability to demonstrate excellent customer service.
- Ability to adapt well to the casino environment that involves large numbers of people as well as loud and continuous high noise levels.
- Demonstrates Flexibility – able to change schedule or locations within the casino as required to meet the needs of the departments
- Demonstrates basic math skills (Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals).
- 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 and demonstrate adequate verbal communication skills.
- 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.