

**BALLY'S ATLANTIC CITY
POSITION DESCRIPTION**

JOB TITLE: CASHIER/DISPATCHER

JOB CODE:	03147	PHD #	NONE
JOB GRADE:	07-N	ENDORSEMENT:	UNLICENSED
EEO CODE:	9	DEPARTMENT:	HOTEL
# OF POSITIONS:	15	ACCESS:	NONE

REPORTS TO:
Supervisor Front Services*

SUPERVISES:

*Dual Property Position (BAC/CAC)

ESSENTIAL FUNCTIONS:

Consistently demonstrates superior customer service skills by displaying Spotlight on Success behaviors. Maintains upbeat, positive attitude, positive energy and enthusiasm from one interaction to the next. Creates an atmosphere of luck and celebrates customer wins. Is ready to serve and 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 properly uses the Service Recovery process to resolve problems when they exist. Promotes Total Rewards programs and card membership. Provides a warm farewell and thanks guests for visiting.

Files guests' keys and parking tickets systematically to ensure efficient retrieval of guests' vehicles. Ensures files properly reflect the location of all vehicles parked. Reviews parking tickets for accuracy and completeness. Point of Sales functions include extending customer courtesy to guests, communicating parking options, ensuring proper documentation on the Parking Validation Log, effectively communicating availability of spaces to management, effectively communicating equipment failure to management. Accepts cash or casino parking receipts and issues parking receipts. Able to handle monetary transactions with accuracy. Monitors radio for shuttle bus drivers.

EDUCATION/SKILLS/EXPERIENCE:

High school diploma or equivalent required. Ability to operate calculator. Ability to read and write English. Prior money handling experience required. Office experience helpful but not required.

DISCLAIMER:

"This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, effort or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (e.g., emergencies, changes in personnel, workload, rush jobs, or technical developments)."

**CAESARS ATLANTIC CITY
POSITION DESCRIPTION**

JOB TITLE: CASHIER/DISPATCHER

JOB CODE: 03147
JOB GRADE: 07-N
EEO CODE: 9
OF POSITIONS: 30

PHD # NONE
ENDORSEMENT: UNLICENSED
DEPARTMENT: HOTEL
ACCESS: NONE

REPORTS TO:
Supervisor Front Services*

SUPERVISES:

*Dual Property Position (CAC/BAC)

ESSENTIAL FUNCTIONS:

Consistently demonstrates superior customer service skills by displaying Spotlight on Success behaviors. Maintains upbeat, positive attitude, positive energy and enthusiasm from one interaction to the next. Creates an atmosphere of luck and celebrates customer wins. Is ready to serve and 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 properly uses the Service Recovery process to resolve problems when they exist. Promotes Total Rewards programs and card membership. Provides a warm farewell and thanks guests for visiting.

Files guests' keys and parking tickets systematically to ensure efficient retrieval of guests' vehicles. Ensures files properly reflect the location of all vehicles parked. Reviews parking tickets for accuracy and completeness. Point of Sales functions include extending customer courtesy to guests, communicating parking options, ensuring proper documentation on the Parking Validation Log, effectively communicating availability of spaces to management, effectively communicating equipment failure to management. Accepts cash or casino parking receipts and issues parking receipts. Able to handle monetary transactions with accuracy. Monitors radio for shuttle bus drivers.

EDUCATION/SKILLS/EXPERIENCE:

High school diploma or equivalent required. Ability to operate calculator. Ability to read and write English. Prior money handling experience required. Office experience helpful but not required.

DISCLAIMER:

"This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, effort or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (e.g., emergencies, changes in personnel, workload, rush jobs, or technical developments)."

**HARRAH'S ATLANTIC CITY
POSITION DESCRIPTION**

JOB TITLE: CASHIER/COUNTER SERVER-QSR

JOB CODE:	05893	PHD #:	NONE
JOB GRADE:	08-N	ENDORSEMENT:	UNLICENSED
EEO CODE:	9	DEPARTMENT:	FOOD & BEVERAGE
# OF POSITIONS:	14	ACCESS:	NONE

REPORTS TO:
Chef Restaurant Assistant
Manager Starbucks
Manager Restaurant Shift

SUPERVISES:

ESSENTIAL FUNCTIONS:

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 processing guest orders, bagging orders, wrapping sandwiches and preparing beverages. Accurately handles cash, credit and comp transactions. Assists with dressing sandwiches. Maintains clean work area, levels of supplies and other duties at the direction of management. Responsible for maintaining all established service standards. Responsible for maintaining cleanliness of all front and back of house areas in the outlet. Adheres to department and hotel policies and cashiering procedures. Relays any guest compliments and complaints to the Manager. Maintains knowledge of all menu items and other pertinent information regarding the outlet(s). Ensures that work area is clean and sanitary in accordance with the city and state health department codes. Knows sanitation guidelines.

EDUCATION/SKILLS/EXPERIENCE:

High School Diploma or equivalent preferred. Friendly, pleasant and courteous. Prior experience as cashier preferred.

DISCLAIMER:

"This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, effort or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (e.g., emergencies, changes in personnel, workload, rush jobs, or technical developments)."