

## **DOUBLE EAGLE HOTEL & CASINO JOB DESCRIPTION**

### **Hotel & Casino Front Desk Services**

**Department:** Hotel  
**Reports to:** Hotel Manager  
**Last Revised:** 06/12/2024  
**Revised by:** Diane Girard  
**Reviewed by:** Amy Witt

#### **Job Summary**

This position requires an honest, reliable, responsible, dependable, and ethical individual. Promoting a positive image and goodwill of the company in all customer service activities and possession of a Colorado Division of Gaming License. This job position sets and represents the Double Eagle Hotel and Casino's highest standard of customer service and requires direct contact with the public, while delivering superior guest service in accordance to department standards and policies and procedures. Front Desk employees are expected to develop and maintain effective working relationships and good customer service skills with all guest and co-workers at all times. Welcoming and accommodating both our new and established guests with casino, hotel and marketing inquiries in a polite and timely manner. Customer Service focused individuals with clerical and computer experience will thrive in this fast-paced, fun, friendly, yet professional environment with plenty of growth within the department and company.

#### **Duties and Responsibilities associated with position**

- Regular attendance to all scheduled shifts is considered an essential function of the job
- Maintain a positive and professional demeanor during all interactions with guest, fellow team members, and vendors
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, evaluation of customer satisfaction and sound decision making skills
- Receptionist duties such as administrative duties, clerical procedures, systems such as word processing, managing files and records, office procedures and terminology, transmit and receive messages using microphone, telephones or email to support daily operations
- Answering and transferring phone calls to appropriate departments
- Clean and maintain lobby and common areas
- Greeting new and established guests
- Be familiar with the property, amenities, and surrounding areas to answer inquiries pertaining to casino operations, restaurants, bars, hotel, marketing promotions, games, transportation, and local recommendations (shopping, dining, entertainment, events, etc.)
- Representative identifies, enrolls, and maintains new and existing guest membership accounts. Ensures all guests' information is updated and accurate at all times; verifies addresses, phone numbers, guest profiles and preferences.
- Communicating of accurate information to club membership, concerning the rewards and use of their card.
- Perform bookkeeping activities using basic mathematics, such as balancing accounts and daily paperwork
- Make and confirm reservations using telephones or online sources

- Keep updated and accurate records of rooms availability, rates, locations and guests' accounts
- Assignment of rooms
- Issue room keys
- Request additional amenities for guests such as pillows, blankets, microwaves and refrigerators
- Deposit guests' valuables in hotel safes or safe-deposit boxes
- Verify customers' credit, establish how the customer will pay for the accommodation
- Review accounts, charges, and collect payments with guests during the check-out process
- Evaluate gaming play and extend appropriate comps (food, CasinoPlay, rooms, etc.) based on company guidelines
- Assists guests and co-workers through troubleshooting and problem resolution as efficiently and as promptly as possible
- Record guest comments or complaints and communicate them to appropriate department(s)
- Within the realm of the responsibility responsible for following safety procedures identifying unsafe practices or conditions
- Follows and performs duties in compliance with safety procedures, which includes use of safety equipment, to maintain a clean and safe work environment.
- Maintains alertness and follows established security protocols to identify, inform and act to prohibit minors, and persons perceived to be intoxicated, from access to casino games and operations. Exercising caution, evaluating circumstances, reporting, and documenting to Key on Duty may be required if violations (ICMP, Acts or in-house) are questioned/broken.
- Responds to and controls emergency situations immediately, as needed and directed. Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institution
- Knowledge and compliance with Anti-Money Laundering (AML) policy. Annual training and testing is required in adherence to company policy.
- Performs other duties as assigned to support the efficient operation of the department
- Thorough knowledge of applicable Company and departmental policies and procedures as well as the willingness to learn and follow any policy or procedure that may be introduced in the future

### **Work Environment and Physical Requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to work at a computer station 8-12 hours per shift, to stand 2-4 hours per shift with standard breaks, and occasional to frequent brisk walking, climbing stairs, stooping, bending, stretching, reaching, and pushing. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and ability to adjust focus. This position works any day of the week and any shift of the day.

### **Education**

Previous experience

### **Credentials**

Required to be in possession of a valid Colorado State Gaming License

### **Skills**

- Basic arithmetic and the ability to read, write and comprehend simple instructions, short correspondence, and memos.

- A willingness to take on responsibilities and challenges to assess customer needs and evaluate customer's satisfaction.
- Consider the relative costs and benefits of potential actions, and the ability to choose the most appropriate one
- Managing and maintaining one's own time to prioritize and successfully complete a variety of personal challenges and tasks throughout the day

**Technology Skills**

- Microsoft Applications; Outlook, Word, Excel
- Megasys Portfolio HMS
- ALV2
- Bally's Casino Marketplace
- Snap shell IDR
- Advanced Card Systems
- Datacard
- PC
- Printer
- Telephone
- 2-Way Radio

**Competencies**

- Interpersonal skills to create a pleasant experience for all customers, such as being personable and attentive.
- Patience and listening skills to respond appropriate and interact positively with upset customers
- Maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- Thorough the growth of knowledge and departmental policies and procedures as well as the willingness to learn and follow any policy or procedure that may be introduced in the future

**I am in receipt of this job description, which has been reviewed with me on this date.**

---

**Employee (Please Print)** **Employee Signature**

---

**Supervisor / Human Resources** **Date**