

Casino Dealer

JOB PROFILE	Department	Casino					
	Aim of the Position	Operates table games (i.e. Black Jack, Caribbean Stud Poker, Three Card Poker, Roulette...) in order to make sure that Guests are treated fairly and enjoy their Casino experience					
	Role Description	Job Title	Casino Dealer				
		Line Manager	Casino Manager				
		Incentive Bonus	No				
		Resources Managed	No				
		Budget Managed	No				
		Education & Professional Experience	Secondary School At least 6 months experience on Casino Table Games				
		Professional Certifications	None				
		Technical Skills	Table games (i.e. Black Jack, Caribbean Stud Poker, Three Card Poker, Roulette...)				
		Language skills		1 <small>(A1-A2)</small>	2 <small>(B1)</small>	3 <small>(B2)</small>	4 <small>(C1)</small>
			English		✓		
	Third Language*			✓			
Fourth Language*							
	Additional language**						

Language Skills - Levels		
5	C2	Can understand with ease everything heard or read. Can express very fluently and precisely differentiating shades of meanings. Mother tongue.
4	C1	Can understand a wide range of demanding, longer texts and recognize implicit meaning. Can express fluently and spontaneously.
3	B2	Can understand the main ideas of complex texts. Can interact with a degree of fluency and spontaneity with native speakers.
2	B1	Can understand the main points of clear standard input on familiar matters regularly encountered in work, leisure, etc.
1	A1 A2	Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. Can communicate in a simple and direct exchange of information.

*One of the following: Italian, French, German, Spanish, Portuguese, Chinese (Mandarin) ** For English mother tongue

COSTA LEADERSHIP MODEL	Competence	Description
	Speak Up	If you see something, say something. Retaliation is never tolerated.
	Respect and Protect	Respect and Protect people (each other, Guests & communities), planet, rules & laws, our Company.
	Improve	Improve performance (in safety, environmental protection & compliance), collaboration & teamwork, diversity & inclusion.
	Communicate	Set strong tone at the top supporting Ethics & Compliance, promote openness, trust & transparency, model behaviour we expect.
	Listen and Learn	Listen and Learn to each other, from investigations, audits & incidents, by measuring our performance, by being accountable.
	Empower	Put words into actions, give teams what they need to succeed (training, tools, & time).

JOB DESCRIPTION	Main Responsibilities	Description	Relevan.***	PM Form
		Conducts gambling game following rules and regulations in order to be in accordance with the Gaming Manual	3	✓
		Reports any discrepancies or incidents of a doubtful nature to the Casino Manager in order to assure the fairness of the gambling	3	✓
		Refers any dispute or argument concerning a Guest to the Supervisor in order to prevent or solve any issue	3	✓
		Performs revenue counts as instructed by Casino management (i.e. soft count; stacker and / or coin counts) to facilitate their work integration	3	✓
		Participates in day to day operational needs as deemed necessary by the Casino Management	3	✓
		Takes active part in a work environment that support a successful safety culture. Is a dynamic contributor in following safety policy and procedures.	3	
		Co-operates with colleagues whilst dealing to ensure smoothness and efficiency when running the gaming tables	2	
		Follows the instructions received as per protocol applied on Covid-19 spread prevention rules	3	
		Supports an effective health and safety culture proactively informing Guest on any infringement or missing application of procedures and reporting to the Head of Department the critical situation	3	
		Maintains a high responsible approach applying social distancing rules also during non-working activities	3	
		Monitors Guest activities during excursions to ensure compliance with service standard and safety procedures	3	
		Supports the new organization of the onboard activity performing tasks enhancing health standards (i.e. temperature screening, sanitization of the working place, instructions to passengers)	3	

*** Relevance: 1 Marginal; 2 Secondary; 3 Primary