



(manual section is applicable for above companies)

HUMAN RESOURCES
Chapter 8b - .02 Casino

Revision 63 : August/09/2011

8b.03 Casino Host

Position Description

Position Title: Casino Host

POSITION SUMMARY

The Casino Host's major function is to drive incremental casino revenue. Maximizes revenue by achieving and exceeding individual and team targets. Identifies high value players, enrolls players into Club Royale, builds relationships with new and current players, and encourages players to sail again with Royal Caribbean International. Acts as the primary contact for casino groups assuming responsibility for all details, their organization and execution. Directly responsible for producing revenue, building the Club Royale database, generating future cruises, and creating loyalty to the brand. Responsible for generating several financial reports that allow for the determination of gross revenue, cost of sales, and net revenue generated by individual casino players and groups. Must be organized, detail oriented, committed to outstanding customer service and able to quickly calculate and make decisions based on financial reports.

ESSENTIAL DUTIES AND RESPONSIBILITIES

All duties and responsibilities are to be performed in accordance with Royal Caribbean International's Gold Anchor standards, SQM standards, USPH guidelines, environmental, and safety policies.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

- *Develop relationships with high value casino guests
- *Identify and enroll new players into Club Royale database
- *Drive incremental revenue from Club Royale players
- *Increase frequency of Club Royale players' sailings
- *Recapture previous players
- *Host outside casino groups
- *Performs related duties as required. This position description in no way states or implies that these

are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

- *Completion of high school or basic education equivalency preferred
- *Previous experience in achieving sales targets
- *Previous experience in organizing promotions and events
- *Previous experience with guest relations and front of house positions
- *Highly self- motivated with the ability and initiative to perform well under the pressures of a busy and demanding environment
- *The ability to identify and predict guests needs and wants, with excellent attention to detail
- *Strong mathematical skills.
- *Excellent interpersonal skills.
- *Strong written and verbal communication skills for a multicultural environment with all levels of customers, employees and management.
- *Strong computer skills including Lotus Notes, Microsoft Access, PowerPoint, Excel and the ability to learn and use multiple systems effectively
- *Strong organizational skills.
- *Ability to deal with problems.
- *Ability to organize time and work independently and as a team.
- *Casino experience helpful
- *Event planning experience helpful
- *Ability to speak clearly on the microphone
- *Ability to run promotions and tournaments
- *Knowledge of customer service techniques preferred.
- *Knowledge of ports-of-call and associated tours preferred.
- *Ability to sell, up-sell and cross-sell tour products and services.
- *Ability to conduct tour presentations to large groups of guests.
- *Ability to perform basic math functions with regard to ticket sales procedures.
- *Ability to apply customer service skills, according to Royal Caribbean International's Gold Anchor Standards, when interacting with guests and coworkers.
- *Working knowledge of computers, Internet access, and the ability to navigate within a variety software of packages such as Excel, Word, and PowerPoint. Completion of high school or basic education equivalency preferred

Language Requirements:

- *Ability to speak English clearly, distinctly and cordially with guests.
- *Ability to engage in a positive, friendly, interaction with guests, operators and crew.
- *Ability to read and write English in order to understand and interpret written procedures. This

includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.

*Ability to speak additional languages such as Spanish, French, Italian, Portuguese, or German preferred.

Physical Requirements:

*While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this

job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

*All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

END OF SECTION