

NORWEGIAN CRUISE LINE – CASINO

	Job Description		Effective:
POSITION TITLE	CASINO CASHIER	POSITION GRADE	STAFF
MANAGER'S TITLE	CAGE MANAGER	DEPARTMENT/DIV	CASINO

POSITION SUMMARY

Casino Cashier is the front line personnel that deal directly with guest transactions and enquiries in an efficient and friendly manner at the casino cage.

Cashier is required to manage a cashier float that must be able to be executed and be maintained at the standards enlisted in the job description.

In order to consistently exceed guest expectations and provide the highest levels of product and services, other duties and responsibilities may be assigned as needed.

NCL'S PHILOSOPHY OF *S.T.Y.L.E.* – Service Teamwork and Yes Lead to Excellence

In accordance with Norwegian Cruise Line philosophy, all team members work together sharing in a common goal of a successful, profitable and innovative company. Team members are to demonstrate integrity, fairness and honesty. These are our core values that we will live by in our daily interaction with all of our external and internal customers. All team members are to demonstrate and role model all the principles of *S.T.Y.L.E.*

PRINCIPLES OF STYLE

Service, Value, Innovation, Shareholder Value, Health/Safety/Environment, Community Involvement

MOTTO

We are selling vacations and delivering dreams

ESSENTIAL FUNCTIONS

- Maintain and take full responsibility of a cash float for the purpose of performing transactions.
- Ensure the cash float is secured at all times.
- Balance this cash float daily and declare non-balances.
- Conduct all activities honestly.
- Adhere to Finance Department Policy & Procedures at all times.
- Inform the Cage Manager of any known dishonest or inappropriate behavior.

Printed copies are uncontrolled documents.

It is the responsibility of the user to verify that the issue date on any printed copy matches the issue date of the current online NCL intranet document.

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	Job Description	Effective:
	<ul style="list-style-type: none">• Handle all customer interactions in a courteous and efficient manner.• Refer to the Cage Manager when in doubt or when faced with an awkward situation.• Adhere to the Finance Department reporting lines.• Conduct all activities in a Safe manner to prevent injury to self and / or company property.• Utilize all Company equipment for the purpose intended (including computer equipment).• Report in a timely manner for all assigned duties.• Conduct all duties in a professional manner.• Fulfill all reasonable requests or instructions as communicated by the Cage Manager.• Follow the Department dress code at all times.• Respect Nationality and culture differences.• Able to execute all essential functions listed in a professional timely manner.• Speak English at all times when on Duty and when in transiting through public areas.• Must be able to work with all levels of management and staff.• Must be familiar with the Safety and Environmental Protection Policy and the SEMS, and carry out the policies and procedures appropriate for his/her position.	

DIMENSIONS

Cashier will be required to manage and balance a float of up to \$50,000.

Must be able to provide quality service for a large passenger vessel that can include from 1,000 to 3,000 guests.

NATURE AND SCOPE

- Under the direction of the Cage Manager, the Cashier is responsible for the proper execution of monetary transactions pursuant to NCL procedures and game rules and limits.

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	Job Description	Effective:
	<ul style="list-style-type: none">Responsible for Supervision and control of all passengers involved in gaming activities enforcing all financial policy and procedures with professionalism and enthusiasm.	

QUALIFICATIONS, EDUCATION AND ATTRIBUTES

QUALIFICATIONS

At least one year full time cashiering experience casino/bank teller or equivalent.

At least 6 months of Casino experience preferred.

Must have a good command of the English language, able to read and communicate effectively.

Possess basic computer skills, able to work with Word and Excel programs.

Must pass a pre-employment drug screen.

Position requires professional and personable approach to all guests.

Fluent in English Language; Speak, Read, Write.

Maintain the highest standards of Customer Service/Guest Relations.

Dependable and reliable.

EDUCATION

Secondary schooling, accounting experience advantageous.

ATTRIBUTES

- Physically fit, able to lift up to 5kgs
- Passionate about hospitality and customer service driven
- Must have a professional appearance and good hygiene
- Respect for all co-workers and guests
- Pride in your work by creating positive energy, excitement and fun
- Able to work 7 days a week
- Demonstrate positive behaviors; smiling, being polite and courteous
- Able to develop a camaraderie with team members
- Ability to live in close quarters, share limited space with other cabin-mates

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PHYSICAL REQUIREMENTS

- While performing the essential functions of this job, all team members are required to stand; walk long distances on the ship; use hands to touch, handle or feel; reach with hands and arms; talk or hear and taste or smell. All vessel positions require repetitive motion of bending, climbing, going up and down stairs and lifting more than 25 pounds. This job requires specific vision abilities to include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- All team members must be physically able to participate in emergency life saving procedures and drills. All vessel positions require full use and range of arms and legs as well as full visual, verbal and hearing abilities to receive and give instructions in the event of an emergency including the lowering of lifeboats.
- Work within different temperature changes—indoors to outdoors.
- Able to pass basic safety course.
- This is a minimal description of duties. Other work requirements may be necessary and assigned as business or maritime law dictates.