

CASINO OPERATIONS

	Job Description		Effective:
POSITION TITLE	Casino Slot Attendant	POSITION GRADE	
MANAGER'S TITLE	Slot Technician, Slot Head Technician, and Casino Management	DEPARTMENT/DIV	Casino Operations

POSITION SUMMARY

Responsible for monitoring an assigned area within the assigned Slot Operation in accordance with the directives as set down in the Casino Operations Manual. The Slot Attendant will ensure that the highest standards of efficiency, guest service, and security are met in accordance with the company's policies and procedures.

The Slot Attendant serves as the direct contact between the patrons and the Casino Management and as such is required to conform to the highest levels of professionalism, appearance and communication.

The Casino Management may assign a Slot Attendant other duties outside the Casino Operation. The Slot Attendant is expected to perform these duties to the highest standards of efficiency, guest service and integrity.

In order to consistently exceed guest expectations and provide the highest levels of product and services, additional 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

- Ensure all company policies concerning the Casino Slot Operation are followed.
- Responsible for securing and balancing any cash floats issued.
- Assist patrons in the purchasing and the exchange of coins/tokens at the Casino Cage and coin dispensers.

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	<ul style="list-style-type: none">• Responsible for securing and balancing any inventories issued.• Respond to Casino patron's enquiries regarding the machines within a Casino Slot Operation including features, terms, symbols and denominations.• Repair and restore minor machine malfunctions including coin, bill or token jams• Initiate and process payments of jackpots after approval and verification determined by Casino Management.• Initiate and process the refilling of Slot and bill exchange machines after appropriate approval and verification determined by Casino Management.• Perform general maintenance and cleaning of all Slot Operation Machinery including machine lighting. Report any maintenance requirements to the Slot Head technician.• Report any suspicious activity or security threat in the Casino to superiors and Surveillance.• Submit daily reports/log of events of occurrences including jackpots, hopper fills, complaints and suggestions to the Slot Head Technician. Complete necessary paperwork when accessing machines.• Assist in the Slot Drop. Record the Slot Machine readings before the assigned collection of coins/bills.• Identify regular Slot patrons and assist Casino Hosts in tracking their play.• Assist Casino Hosts in promotional activities including Slot competitions and tournaments.	

DIMENSIONS

- Responsible for maintaining good guest relations within the Slot area.
- 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 Head Slot Technician, the Slot Attendant is responsible for monitoring an assigned Slot area and ensuring all Slot Machines are secured and in good working condition pursuant to NCL procedures and game rules and limits.
- Responsible for Supervision and control of all passengers involved in gaming activities enforcing all game rules with professionalism and enthusiasm.

QUALIFICATIONS, EDUCATION AND ATTRIBUTES

QUALIFICATIONS

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<ul style="list-style-type: none">• Zero to two years Casino Slot experience• Knowledge of basic Slot Machine functions is helpful.• Ability to do some troubleshooting is helpful.• Gaming license preferred.• 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. <p>EDUCATION</p> <p>Minimum high school diploma or equivalent. Some college related education preferred</p> <p>ATTRIBUTES</p> <ul style="list-style-type: none">• Proactive, Team Player, Problem Solver• 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 for a period of up to 10 months• 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		

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.
- 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.

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- This is a minimal description of duties. Other work requirements may be necessary and assigned as business or maritime law dictates.

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