

Essential Skills Summary – CASINO HOST (PLAYER SERVICES REPRESENTATIVE)

The most important Essential Skills for Casino Hosts are:
Oral Communication, Thinking Skills, Computer Use

Casino Hosts are responsible for building relationships with customers and registering new members for the player's club card. They organize events to reward customer loyalty and present a positive customer focused approach.

Typical Level & Most Complex	How Casino Hosts use Essential Skills
A. READING TEXT	
1-2	Casino Hosts read emails, memos, procedures, letters, customer surveys and daily log reports. They scan for information on upcoming events, calendars and bus tour documents.
B. USE OF DOCUMENTS	
1-2	Casino Hosts fill out player's club card applications for customers, order forms and spreadsheets to plan hosted event details. They complete a daily log reports and update customer information.
C. WRITING	
1-2	Casino Hosts write incident and daily log reports. They prepare speeches for events, bus tours and teams meetings.
D. NUMERACY	
1-3	Casino Hosts calculate the cost of hosting an event, maintain the budget and evaluate the success compared to prior events. They add the value of complimentary tickets and gift certificates distributed and promote the redemption of player's club card points for merchandise.
E. ORAL COMMUNICATION	
1-2	Casino Hosts share event information, listens and answers questions of casino customers. They invite guests to hosted events and communicate with other departments to plan event details.
F. THINKING SKILLS	
1-3	Casino Hosts provide customer service to guests. They decide which customers to host based on loyalty, reward loyalty by inviting them to events and provide ongoing support and assistance. They organize the events and remember hundreds of names and details of customers.
G. WORKING WITH OTHERS	
	Casino Hosts support one another to meet the needs of casino customers. They coordinate events in collaboration with the executive host, food and beverage, housekeeping and security departments.
H. COMPUTER USE	
1-2	Casino Hosts use Excel spreadsheets to record event information, word processing to write daily shift reports and email to convey information across the organization.
I. CONTINUOUS LEARNING	
	Casino Hosts apply prior experience to new learning. They seek both formal and informal learning opportunities within and outside of the organization.
J. OTHER INFORMATION	
	Casino Hosts are required to stand, walk and present a positive attitude to their customers.