

## ASSISTANT CASINO HOST JOB DESCRIPTION

### POSITION SUMMARY:

The Assistant Casino Host provides support to the Casino Host onboard each ship. The Assistant casino host will assist in all onboard areas of Casino Marketing and VIP Services. This includes, but is not limited to, all administrative duties & reporting, pre and post cruise preparations, casino rewards and player program responsibilities, advertising & signage, casino tournaments, promotions, special events and casino groups.

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. Employees may be required to perform any other job-related duties assigned by their supervisor or management. All duties and responsibilities are to be performed in accordance with the Company's Safety, Quality and Environmental standards.

### RESPONSIBILITIES:

- Create and promote a fun & exciting atmosphere for casino guests at all times.
- Provide VIP services desk and casino floor coverage as needed to maximize guest interaction.
- Upsell, assists and operates Casino tournaments, events and promotions.
- Knowledgeable of all shore side casino marketing offers including terms & conditions of each offer and the qualifying components.
- Understands casino products and gaming, theoretical and actual win/loss, tier points, status and rewards efficient for verbal communication.
- Learn all aspects of Business Intelligence reporting, Arrivals Report, Player Tracking File, Tier Ranking report, EOY Report, Host Folio Comp Report, OBC Report, F&Q Report, Crystal reporting and all Closing Voyage Paperwork.

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- Daily reporting, including but not limited to; collating daily figures, cruise reports, PC rewards, buddy list, accurate recording of weekly & monthly promotional figures; all to be completed within set timeframes.
- Daily preparation for all complimentary issuance; this includes Instant Rewards Certificates, Tier level upgrades, comp drink cards TTO Prime issued, memos sent for all bookings & reservations, amenities arranged to guest staterooms & any other player requests.
- Perform all forms of redemptions throughout the course of a cruise including slot play promotions, mid and end of cruise point redemption.
- Organize all upcoming cruise preparations; such as guest count confirmations, welcome letters, amenities & pre-cruise reservation requests and PCP.
- Ensure all onboard marketing collateral & advertising is in place. This includes the accuracy & timeliness of all written verbiage being utilized, signage displayed & casino announcements made.
- Operate effectively and responsibly under minimal supervision.
- Complete all given tasks and responsibilities in an accurate and timely manner with attention to detail.
- Follow all casino SQM and SOP guidelines.
- Attend casino related meetings and workshops as requested.
- Maintain correct inventory levels by reviewing stock on a regular basis & placing orders in a timely manner.
- Step-up and perform the full duties of the Casino Host, when required fulfill the role of Acting Casino Host in the event of an absence, which may include transferring to a different ship operation.

## REQUIREMENTS:

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- High school diploma or foreign equivalent is required.
- Associates degree or foreign equivalent in business, marketing, or a related field is preferred.
- Ability to publicly speak clearly and concisely on a microphone.
- Ability to remain focused in adverse situations & effectively handle a wide variety of people & circumstances.

#### LANGUAGE REQUIREMENTS:

- Excellent ability to speak English clearly, distinctly and cordially.
- Excellent ability to understand, read and write English in order to interpret written procedures, policies and manuals. 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.

#### 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. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Extensive travel from ship to ship with varying accommodations and resting opportunities require good health. Active management of health through diet and exercise is a key for prolonged success in the position.
- All shipboard employees must be physically able to participate in emergency lifesaving 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. The employee must have the ability to lift and/or move up to 55 pounds.

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## LEADS WITH PASSION, DRIVE AND ENERGY

- Promotes team unity at all levels within the Team and collaborates well with shipboard and shore side management.
- Shows motivation to learn and grow in the department.
- Display effective interpersonal skills to engage in a respectful and professional manner with guests, crew members and shore side employees alike.
- Trustworthy, dependable and a high level of integrity.
- Demonstrate positive extrovert behaviors; smiling, being polite and courteous, engaging with and acknowledging guests, at all times.
- Passionate about hospitality and customer service driven.

## ACTS WITH INTEGRITY

- Creates a climate of trust, mutual respect, and a professional image according to company standards. Be groomed meticulously and ready for guest service.
- Capability to multi-task in an active environment.
- Ability to consistently provide the highest level of guest service to include listening to guests' enhancement recommendations, maintain accountability for problem solving and providing immediate resolution.
- Maintains guests' and employee confidence and protects the organization's reputation by keeping guest and company information confidential. Enhances department and company reputation by accepting ownership and accomplishing a diversity of requests while exploring opportunities to add value to job accomplishments.

## BENEFITS:

- Contract with an average length of 6 - 8 months.

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- Free food & shared accommodation (2 people per cabin).
- Crew areas activities on board (gym, crew bar, shore excursions, social activities, crew events, etc.)
- Joining tickets: are not covered for new crew members.
- Repatriation tickets: are provided by the company.
- Visa expenses reimbursed on board.
- Medical exam can be reimbursed depending of the company.
- Earn recognition and career advancement opportunities.

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