

CASINO CASHIER JOB DESCRIPTION

POSITION SUMMARY:

Receives and exchanges cash and coins, chips, and checks, credit and/or other monetary notes for guests enjoying the Casino, by performing the assigned duties and responsibilities.

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:

- Greets guests and provides Casino information regarding cashiering services available to the guests.
- Exchanges chips, cash, coins, checks, credit and/or other monetary notes. Accurately counts chips, cash, coins in a quick and efficient manner. Receives coins or casino chips from guests requesting paper and/or coin currency equivalency.
- Operates electronic coin counter or counts chips to determine correct exchange values. Provides guests with paper currency and/or coin equivalency.
- Obtains approval for credit card transactions; charges individual accounts for chips issued; maintains Credit Card Log.
- Answers inquiries pertaining to Casino services and general information. Responds to guest complaints in a considerate, professional and positive manner by showing concern and listening actively. Takes ownership of guest concerns, by following-up and ensuring complaints are resolved to the guest's satisfaction.
- Follows established procedures to maintain balance and reconcile, assigned cage assets (cash drawer). Prepares daily summaries by counting, reading and recording

Calle Porta 170 Of. 609 Miraflores - Lima - Perú. Telef.: (+51) 959 959 634

totals of cash, coins, traveler's and other checks, credit cards and ship credit. Prepares manual and computerized reports of daily transactions including transaction summaries to balance and prepare reports for each voyage.

- Prepares written authorization forms and provides coins to Slot Technician/Casino Attendant to fill slot machines, slot payouts and change machines.
- Participates in casino count by totaling and verifying monetary values. Provide necessary supplies for activities.
- Follows cage security procedure at all times.
- Maintains an awareness of the guess to avoid possible security issues. Notifies management and/or security of suspicious behavior.
- Attends meetings, training activities, courses and all other work related activities as required.

REQUIREMENTS:

- Completion of High school or GED.
- Minimum 2 years' cash handling experience in a customer contact position within the casino, hotel, banking or related industry.
- Ability to count chips and paper currency quickly and accurately.
- Ability to operate coin counters, chip mechanism, 10 key adding machine and related equipment.
- Ability to perform basic math functions with regard to counting chips, cash, coins, and preparing reconciliation reports.
- Working knowledge of computers, Internet access, and the ability to navigate within a variety software packages such as Excel, Word, and or related programs.
- Ability to effectively deal with internal and external guests, some of whom will require high levels of discretion, patience, tact and diplomacy.

Calle Porta 170 Of. 609 Miraflores - Lima - Perú. Telef.: (+51) 959 959 634

- Knowledge of principles for providing exemplary customer service including problem resolution and achievement of quality service standards.
- Must enjoy working with the public in a busy, active and sometimes noisy environment.
- Be able to work with international team members.

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.

LEADS WITH PASSION, DRIVE AND ENERGY

Calle Porta 170 Of. 609 Miraflores - Lima - Perú. Telef.: (+51) 959 959 634

- 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.

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.
- 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.
- 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.

Calle Porta 170 Of. 609 Miraflores - Lima - Perú. Telef.: (+51) 959 959 634