

SLOT TECHNICIAN JOB DESCRIPTION

POSITION SUMMARY:

Installs, services, adjust and repairs coin-operated slot machines, currency changers, video arcade games and currency and coin-handling equipment located in the shipboard Casino by performing the following duties and responsibilities. The position is also responsible for maintaining and repairing signage and the computerized gym equipment.

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:

- Adjust slot machines, video games, coin-handling, card shuffling and all other machines and equipment following manufacturer' s specifications, using hand and power tools. Conducts general maintenance and/or service on all machines and equipment. Prepares requisitions for parts, tools equipment, etc., and forwards to Casino Management for approval.
- Fills machines with coins and tests electrical and coin-handling systems.
- Examines defective machines to determine causes of malfunctions. Adjusts and repairs machines, replacing worn or defective electrical or mechanical parts, using hand tools, such as screwdrivers and pliers.
- Collects coins and currency from change machines and makes settlements with cashier cage to balance assets and cash retrieved from the machines.
- Prepares written authorization for jackpot payouts and presents to Cashier and/or Casino Management based on established Casino Operations policies.

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- Conducts daily inspections of the Arcade Machines and equipment.
- Maintains a constant presence throughout the Casino. Walks around the Casino to assist guests and provide general information. Extends courtesy and helpful gaming information to guests. Responds to guest complaint in a considerate, professional and positive manner by showing concern and listening actively. Takes ownership of guest concerns.
- Supervises staff to ensure speed and accuracy of cashiering services in accordance with the Company standards. Under time constraints or staff shortages, assists employees or performs cashiering duties.
- Ensures established procedures to maintain, balance and reconcile, assigned cage assets (cash drawer) are followed by Slot Technicians.
- Maintains slot machines, arcade games, and coin currency handling, card shuffling, and all other related machines and equipment following manufacturer' s specifications, using hand and power tools. Conducts general maintenance and/or service on all Casino, Arcade and related machines and equipment. Prepares requisitions for parts, tools, equipment, etc., and forwards to Casino Management for approval. Prepares Landing Goods Advice (LGA) forms according to company guidelines.
- Maintains an awareness of the guests to provide security problems. Observes players and machine operation for improper use or possible security problems. Notifies management and/or security of suspicious behavior.
- Participates in slot and video game count as assigned and in accordance with Casino Operations policies.
- Participates in the programming or repair of progressive gaming and other electronic displays including Roulette displays.
- Completes paperwork and/or reports on a per voyage, monthly and/or quarterly basis.

REQUIREMENTS:

- Completion of High school or GED.
- Formal training in the repair and troubleshooting of a variety of electrical, mechanical and/or electronic equipment.
- Previous slot technician work experience in live casinos preferred.
- Proven ability to read safety rules, instructions in the use and maintenance of tools and equipment, and methods and procedures in mechanical drawings.
- Proven customer service skills to interact appropriately with guests in a considerate, professional and positive manner by showing concern and listening actively.
- Ability to communicate effectively and tactfully with guests, department heads and shipboard crewmembers to resolve problems and negotiate resolutions.
- Ability to stand for an extended period of time.
- Ability to count paper and coin currency quickly and accurately.
- Ability to perform basic math functions with regard to monetary units and compute slot machine percentages.

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

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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

- 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).

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- 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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RECRUITMENT

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