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| <b>Position Title:</b> | Gaming Host                              |
| <b>Award:</b>          | Registered and Licensed Clubs Award 2020 |
| <b>Department:</b>     | Gaming                                   |
| <b>Reports to:</b>     | Gaming Manager                           |

#### **Position Summary:**

The role of the Gaming Host is to provide consistent and high-quality standards of gaming and customer service to all clients, ensuring the smooth delivery of beverages and customer services to patrons within the gaming floor. The Gaming Host presents the Club as a high-level hospitality and entertainment centre to attract and retain guests via their service.

#### **Key Responsibilities and Objectives:**

- Provide professional customer service at all times in line with Club customer service standards
- Set up and close down of gaming area as directed
- Ability to work in a team-based environment
- Work as a team member and help out other departments as required
- Prepare alcoholic and non-alcoholic beverages for gaming patrons
- Comply with all RSA and gaming regulations
- Report machine faults in a timely manner

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

#### **Key Selection Criteria:**

1. Current Responsible Gaming Conduct (NSW)
2. Current Responsible Service of Alcohol (NSW)
3. Hospitality experience within a similar environment on gaming floors
4. Customer service and cash handling experience within a similar environment
5. Ability to work to a high standard with minimal supervision and commitment to work as part of a team.
6. Excellent interpersonal skills, with a friendly and professional manner when dealing with members and guests.
7. Professional grooming and presentation
8. Ability to work weekends, evenings and public holidays on a roster as required.

## 9. Key Relationships:

Internal: Gaming Manager, Gaming and Bar staff, Front of House staff

External: Members and their guests, general public

| Key Club Requirements                    |  |
|--|--|
| <b>Adhere to Club Values</b>             | <p>The values that we will live by in pursuit of our vision and mission are as follows:</p> <ol style="list-style-type: none"> <li><b>1. EXCELLENCE</b><br/>We relentlessly pursue the best outcomes from all our endeavours. We work collectively and harmoniously to achieve our vision and do not tolerate mediocrity.</li> <li><b>2. RESPECT</b><br/>We accept and respect one another, our members and our visitors regardless of gender, age, race, disabilities or beliefs. We respect our environment and ensure safety and sustainability</li> <li><b>3. RESPONSIBILITY</b><br/>We take responsibility for our actions and understand our impact on others. We are responsible to our staff, our members, our visitors and our community. We conduct our business and ourselves in a lawful, ethical and socially responsible manner.</li> <li><b>4. FUN</b><br/>Our offering to our members and visitors is Entertainment. A happy, fun environment is contagious and essential to success. We want the best available staff because we're a fun place. We want Rich River to be ALIVE WITH FUN.</li> <li><b>5. BOLDNESS</b><br/>We want to be bold, innovative and willing to take risks in a responsible manner in pursuit of our vision and mission. We want to be welcoming of change and technology as an opportunity to enhance our Club and the benefits that we can provide to our members.</li> </ol> |
| <b>Workplace Safety Responsibilities</b> | <ul style="list-style-type: none"> <li>• Perform role in a safe manner by adhering to RRGC Health and Safety policies, regulations and agreed safe work procedures and report immediately any potential hazards and/or incidents occurring in the workplace.</li> <li>• Adhere to emergency procedures as detailed in the RRGC Emergency Procedure.</li> <li>• Ensure compliance with manual handling practices.</li> </ul>  |
| <b>Code of Conduct/ Behaviour</b>        | <ul style="list-style-type: none"> <li>• Demonstrate practice within the Vision, Mission and Values of RRGC.</li> <li>• Assist in establishing and maintaining effective communication systems within the Club and promote and maintain an environment of teamwork and professionalism.</li> <li>• Work in accordance with relevant legislation, Standards and Policies (as applicable to role), e.g. Charter of Human Rights, Privacy Act &amp; Principles, Equal Employment Opportunity, Bullying and Harassment.</li> </ul>   |
| <b>Organisational Expectations</b>       | <p>Facilities and Equipment</p> <ul style="list-style-type: none"> <li>• Maintain surrounds and equipment used within the role, ensuring that cleanliness and safety are adhered to at all times.</li> <li>• Responsible for the reporting of any malfunctioning equipment and /or facility to the appropriate department manager.</li> <li>• Ensure the safety and economical use of all resources.</li> </ul>  |
| <b>Education/Training</b>                | <ul style="list-style-type: none"> <li>• Demonstrate commitment to personal and professional development.</li> <li>• Participate in professional development annually, with the department manager, identifying key areas for professional and personal growth.</li> </ul>   |

**Endorsement:** I have read and understand the requirements of this role.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_