



POSITION DESCRIPTION

POSITION: Hotel Lobby Attendant
PROPERTY: Mistequa Casino Hotel
DEPARTMENT: Mistequa Hotel
REPORTS TO: Housekeeping Supervisor

POSITION SUMMARY

The Hotel Lobby Attendant provides an immaculate housekeeping experience in regard to cleaning, servicing, and maintaining all public areas in the hotel. The Hotel Lobby Attendant will work closely with the housekeeping team and communicate with all departments throughout the hotel.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(These functions are intended as a general illustration of the work performed in this job classification and are not all inclusive for this position)

- Must be willing to work with all regulatory agencies, i.e., Gaming Commission, State, and Federal.
- Must learn and ensure policies and procedures are being followed per the departments' Internal Controls.
- Must adhere to the Mistequa Casino Hotel Team member Handbook.
- Must adhere to our SMILE service standards and Core Values by providing excellent guest service. Maintain a positive and productive attitude with guests as well as fellow team members.
- Provide upkeep to the lobby areas and all public spaces to ensure they are clean and presentable.
- Greet and assist guests, directing them as needed.
- Provide customer service and answer patrons' questions.
- Lift bags or other objects as needed.
- Assist guests with special needs.
- Report any maintenance issues that need to be fixed.
- Maintain the cleanliness of the hotels linen supply.
- Remove dirty linens from guest rooms and put in laundry shoot when needed.
- Must be able to work shift work, holidays, weekends, and special events.
- Other duties as assigned.

GENERAL CONDITIONS

Must have ability to:

- Communicate effectively with all levels of team members, guests, and outside contacts.
- Work effectively in a fast-paced environment.
- Move around all work areas effectively and efficiently.
- Able to work periodically under conditions of extreme urgency (creating higher levels of job stress).

JOB QUALIFICATIONS

- Must be 18 years of age.
- High school diploma or (GED) preferred. Cash handling experience preferred.
- Excellent guest service skills.
- Ability to be a team player.
- Ability to work independently and use good judgment.
- Proficiency with computers.
- Strong attention to detail and comfortable working with numbers.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the team member is regularly required to talk or hear. The team member is regularly required to stand or walk for long periods of time. The team member is occasionally required to climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The team member is frequently required to lift and carry up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision and color vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job.

While performing the duties of this job the noise level in the work environment is usually moderate to loud.

REGULATORY AND COMPLIANCE RESPONSIBILITIES

In addition to the other duties described herein, every team member has the following responsibilities related to compliance with laws and regulations:

- Must be 18 years of age to obtain and maintain a License D with Spokane Tribal Gaming Commission.
- Attend required training sessions offered by the Casinos.
- Perform the duties described in compliance with local laws and regulations.
- Take the necessary steps to ensure minors are not allowed to gamble or loiter in gambling areas, drink alcoholic beverages, or purchase tobacco.

- Have knowledge of the ordinances, regulations, laws, policies, and procedures relating to the team member's department.
- Consult Internal Control Procedures and Policy Manuals for guidance.
- Report illegal activity to Security or the appropriate levels of Management.