



<b>POSITION DESCRIPTION</b>	<b>Gaming Attendant</b>
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<b>Reports to</b>	Hotel Manager & Assistant Managers Area Supervisor Laundry Hotels Gaming Manager
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**Responsibility statement:**  
 As a gaming & bar attendant you are an integral member of the Laundry team. Your most important job is customer service for patrons in our gaming rooms. You are the face of Laundry Hotels. We expect you to be well presented, courteous (smiles are a must), helpful and polite to customers and other staff alike.  
 The cleanliness of a gaming room is very important – it is second priority after serving our customers.

- Tasks:**
- Serving customers
  - Performing machine and link payouts by following Laundry Hotels procedures
  - Maintaining the cleanliness of the gaming room
  - Receiving money and operating our till system - DRS
  - Collecting glasses & cleaning ash trays
  - Refilling stock
  - Answering customer enquiries
  - Employing Laundry Hotels security procedures at all times
  - Maintaining Laundry policy of Responsible Service of Alcohol
  - Maintaining Laundry policy of Responsible Conduct of Gaming
  - Ensuring compliance with OH&S regulations
  - Ensuring a clean, tidy, healthy work area
  - Accurately recording hours worked on a daily basis
  - Carrying out duties as requested by management
  - Working as a team member
  - Answering telephone if needed

**Performance Standards:**

- Works quickly and effectively
- Practices OH&S and follows food safety regulations
- Keeps work area clean
- Ensures Laundry hotels standards of product description and handling
- Uses initiative
- Follows cash handling procedures
- Product knowledge and prices for food and beverage items
- Adheres to confidentiality associated with working in a hotel environment
- Maintains grooming and uniform standards

**Skills required:**

- Understands written and spoken English
- Familiar with product and price
- Able to work in a team environment

**Attributes required:**

- Punctuality
- High level of general fitness
- Ability to work on feet for extended periods
- High level of personal presentation
- Excellent communication skills
- Motivation
- Initiative
- Works well under pressure
- Friendliness and enthusiasm
- Conflict resolution

**Certificates/Training required:**

- Responsible Service of Alcohol
- Responsible Conduct of Gaming
- Training classes offered by Laundry Hotels for customer service, product knowledge etc.