

ROBERT SMITH

Senior Casino Host

info@qwikresume.com | [LinkedIn Profile](#) | [Qwikresume.com](#)

To obtain a responsible and challenging position in the casino gaming industry where one may utilize the marketing and casino knowledge and interpersonal relations; with an opportunity for advancement. Eager to learn new technologies and methodologies.

EXPERIENCE

Senior Casino Host

ABC Corporation - 2001 - 2007

- Responsible for opening and closing various table games and accurately counting bankroll for gaming day.
- Dealt with various table games; Roulette, Blackjack, Three card poker, Let it Ride, Caribbean Stud, Multi-Action Blackjack, Pia Gow, and Mini Bac.
- Follow all policies and procedures, while providing excellent guest service for guests at the table to ensure they have a good time while winning or not.
- Accurately convert money for value and nonvalue gaming cheques for the guest.
- Supervised 8-12 dealers to ensure gaming policy and procedures were followed.
- Kept an accurate count of table bankrolls, alerting pit managers of excessive buy-ins, wins, and losses.
- Issued comps for guests based on table play.

Casino Host

ABC Corporation - 2000 - 2001

- Assists in resolving guest opportunities, conflicts, and complaints on behalf of the Company in a fair and equitable manner.
- Develops a relationship with VIP players to grow VIP player base and increase Company revenues by assuring customer retention and repeat business.
- Attracts and manages VIP customers through weekly telemarketing and in-person contact on the casino floor. Exercises discretion to provide VIP guests with hospitality arrangements, including rooms, food, beverages, and assists with special requests.
- Devotes significant time being visible and available on the casino floor in order to meet and greet VIP guests during individual visits as well during special events.
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EDUCATION

- BS in Business Communications - 2000 (Blue River Community College)

SKILLS

Microsoft Office, Typing 50+ wpm, Opera.