

Robert Smith

players club representative II

PERSONAL STATEMENT

Experience in retail customer service, including fashion retail. Helping customers with inquiries and product knowledge. Creates an inviting atmosphere. Experience in marketing and promotions.

WORK EXPERIENCE

players club representative II

ABC Corporation - March 2014 - February 2015

Responsibilities:

- Inform guests of all aspects of Players Club, and promotes the Players Club program to guests on the floor.
- Signs up new guests for their Players Club card, processes replacement cards and maintains the data base updating guest records and flagging duplicate accounts to ensure guest information is correct.
- Effectively explain complimentary structure and how to qualify for different levels of complimentary services or goods.
- Help with maintenance and inventory control of Players Club merchandise.
- Skills Used Superior guests service, Great communication, being a team player.
- Create new accounts for members and update existing accounts.
- Provide information to guests about promotions and events within the casino.

Players Club Representative II

Seminole Classic Casino - 2012 - 2014

Responsibilities:

- Provide the guest with vital information that is going on within the casino.
- Provide the guest with players club card.
- Sign up new members with a players club card.
- Answering the phones and assisting the guest with their accounts.
- I've reached the requirements of signing up new members to the casino.
- Skills Used Handling numerous of guest at a fast pace.
- Understanding CMP (the system where we check the guest information)..

Education

BS

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Great Communication,
Great Customer Service,
Great Team Player.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)