

ETHAN MARTINEZ

Players Club Representative

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PROFESSIONAL SUMMARY

Enthusiastic Players Club Representative with 2 years of experience in enhancing player satisfaction and loyalty within a casino setting. Adept at managing player accounts, promoting club benefits, and ensuring a seamless customer experience. Passionate about delivering top-notch service and effectively addressing guest inquiries to foster long-term relationships.

WORK EXPERIENCE

Players Club Representative 📅 May / 2024-Ongoing
Maple Leaf Consulting 📍 Toronto, ON

- 1. Provide exceptional customer service to enhance the gaming experience at Win-River Casino.
- 2. Handle financial transactions, including cash management for gift shop and events.
- 3. Maintain confidentiality and accuracy of players club accounts.
- 4. Stay informed about current promotions and events to effectively assist guests.
- 5. Utilize Microsoft Outlook for interdepartmental communication.
- 6. Develop and update Standard Operating Procedures for improved departmental efficiency.
- 7. Manage overflow calls, directing inquiries to appropriate departments as needed.

Players Club Representative 📅 May / 2023-May / 2024
Crescent Moon Design 📍 Portland, OR

- 1. Exhibit outstanding courtesy to internal and external customers during every interaction.
- 2. Announce and promote events and special promotions via public address systems.
- 3. Assist in executing promotional events and drawings as required.
- 4. Handle physical tasks, including lifting items weighing 30-50 pounds.
- 5. Screen and forward telephone calls, greeting visitors and escorting them as necessary.
- 6. Contribute to office security by monitoring visitor access and performing administrative tasks.

EDUCATION

Associate of Applied Science in Hospitality Management 📅 May / 2022 - May / 2023
Culinary Institute of America 📍 Seattle, WA

Focused on customer service and hospitality management principles.

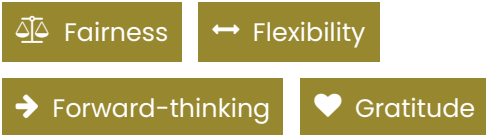
SKILLS



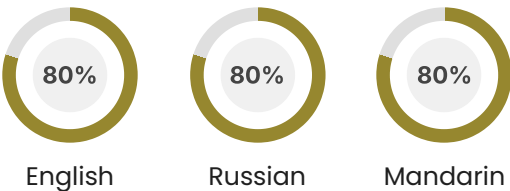
INTERESTS

- 🎮 Gaming 👜 Fashion
- 🎬 Film 💻 Technology

STRENGTHS



LANGUAGES



ACHIEVEMENTS

- ★ Increased player club membership by 20% through targeted promotions.
- ★ Achieved a 95% satisfaction rate in guest feedback surveys.
- ★ Successfully organized and executed monthly player events, enhancing guest engagement.