

Job Profile #:	10555	Grade:	3
Job Profile Title:	Cashier Valet	FLSA Status:	Non-exempt
Position Title:	Cashier Valet	Uniform Requirement (Yes/No):	

Become one of the stars behind The SHOW and become part of the world's most powerful entertainment brands. Our Company has one exciting mission: ***To entertain the human race.***

PRIMARY PURPOSE:

As a Valet Cashier, you will set the stage for guest experience with your welcoming smile and service. By understanding their unique stories and needs, you will own their experience to create **WOW** memories they will carry with them far and beyond their stay with us.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Warmly greet and assist all guests at the Valet areas while providing courteous, efficient and enthusiastic service
- Monitor and direct the traffic in designated areas and at the Hotel Valet and Casino Valet while ensuring that safety equipment is used
- Accommodate guests requiring special assistance and aid, such as issuing scooters and wheelchairs
- Input incoming valet tickets into computerized system for valet parking customers and maintain on-hand cash
- Input Information into the appropriate system from the valet ticket within 15 minutes of receiving it; perform ticket reconciliation at the end of the shift to ensure all retrieved vehicles are taken out of the system
- Maintain a clean and safe working area by picking up trash, sweeping valet areas and keeping valet booths clean; promote and maintain the highest level of customer service to all guests while staying alert to their need
- Respond effectively to guest inquiries in person or via phone related to the property, directions and the local area while providing excellent guest service
- Respond to and resolve guest complaints in a timely manner and creatively solve problems with the ability to anticipate, recognize, evaluate and resolve potential difficulties within scope of authority; otherwise refer the matter to management
- Notify supervisor and/or Security of all unusual events, circumstances, missing items, or alleged theft
- Perform other job-related duties as requested

SUPERVISION:

None

MINIMUM REQUIREMENTS:**PREFERRED:**

- High school diploma or equivalent
- Six (6) months of experience in a similar role in the hospitality industry or environment
- Bilingual abilities, English as the primary or secondary language

CERTIFICATIONS, LICENSES, REGISTRATIONS:

- Gaming License

KNOWLEDGE, SKILLS, AND ABILITIES:

- Able to effectively communicate in English, in both written and verbal forms
- Ability to multi-task and work well in a fast paced, team-oriented environment
- Basic knowledge of computer software to include Outlook, MS Word, Excel, and PowerPoint as well as office equipment, i.e. telephone, copier, fax machine
- Excellent organizational skills to function effectively under time constraints and within established deadlines, with particular attention to detail
- Excellent customer service skills and interpersonal skills to effectively communicate with all business contacts

WORKING CONDITIONS:

- Able to bend, stretch, twist, or reach out with the body, arms, or legs to perform job tasks including constant standing, walking, running, frequent bending, reaching, kneeling, and squatting

*This is not intended to include every duty or responsibility of the job nor is it intended to be an all-inclusive list of the skills and abilities required to do this job.

This position may require strenuous physical activities and exposure to pipe, cigar and/or cigarette smoking. An ability to work a flexible schedule, including extended hours, weekends and holidays may also be required.

If you are an individual with a disability and need a reasonable accommodation for any part of the application process, or in order to perform the essential functions of a position, please click the following link: <http://www.mgmresortscareers.com/careers/contact-us.aspx>

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Physical/Sensory Requirements & Work Environment Form

This is a required checklist for attachment to Position Descriptions. It clarifies the smallest components of the mental and physical requirements of the job. Check all areas that are essential in performing the job, according to the essential functions section in the position description guidelines. Signatures are to be obtained at the time of interview for the position.