



Position Title: Hospitality Supervisor

Department: Front Office	FLSA Code: Hourly
Number of Positions:	Access Code:
License Type: Casino Employee	Job Code:
Salary Grade:	

About the Role

The Hospitality Supervisor is tasked with overseeing and delegating responsibilities to the Hospitality team in Front Office, Pool & Recreation, and Transportation departments while ensuring all company and department policies and standards are maintained. They will work on delivering a clear and hospitable message to our guests and team members.

Position Responsibilities

- Complies with all New Jersey/CCC regulatory requirements
- Adhere to established company and departmental procedures, guidelines, and policies at all times.
- Facilitates communications between the various essential departments and the hotel.
- Ensure prompt and courteous check in/check out of hotel guests
- Assist with checking rooms to verify the status of hotel reservations
- Generates, verifies, and distributes hotel reports necessary for Hotel Operations.
- Balancing guest folios and ensuring that every reservation has a valid payment method
- Assisting our guests and VIP clientele with all their accommodations.
- Resolve guest complaints and increase guest retention.
- Respond and assist to phone inquiries from internal and external guests
- Processing all forms of settlement methods
- Verifying team member banks at the end of the shift and reporting discrepancies
- Handle guest packages and post charges in the system
- Assist with training and developing new team members
- Responsible for maintaining accurate property information through daily use of the intranet, email, and other forms of communications

Essential Functions

- Exposure to casino related environmental factors including but not limited to secondhand smoke, excessive noise, and stress related to servicing customers in a high pressure and fast paced environment.
- Exposure to outside weather elements.
- Ability to work under pressure in a fast-paced environment with multiple priorities.
- Must be able to work holidays and weekends, as well as flexible shifts and/or unusual hours
- Must be able to stand for an entire shift
- Must possess valid New Jersey Driver's License with clean driving record.
- Must be able to lift/push/pull up to 25 lbs

Position Requirements

- Computer proficiency
- Customer service experience is required
- Ability to speak, read and write in English
- High school diploma or equivalent GED preferred