



Caesars Rewards Representative:

Requires NJ Casino License. Consistently demonstrates superior customer service skills by displaying outlined service behaviors. Maintains an upbeat and positive attitude, creates positive energy with gestures and sustains enthusiasm from one interaction to the next. Creates an atmosphere of luck and celebrates guest's wins. Is ready to serve and is informed of daily information; builds relationships by greeting guests with a warm, friendly verbal greeting. Anticipates needs and provides fast, flawless service. Checks for satisfaction and effectively resolves service breakdowns when they exist. Promotes Caesars Rewards programs and card membership. Provides a warm farewell and thanks guests for visiting.

Introduces the Caesars Rewards Tiered Card to new players, replaces lost cards for our guests. Accurately enters new customer accounts and makes updates to accounts when necessary. Promotes Caesars Rewards Visa program and meets monthly goals set. Promotes Caesars Rewards App and encourages guest to download. Builds relationships with customers to drive Caesars Rewards sign-ups along with email capture. Ensures initial customer contact is courteous, informative, and thorough. Displays friendly, positive demeanor while collecting information to grow the Caesars Rewards database. Keeps guest information secure and verifies accuracy. Provides customers with accurate information about the Caesars Rewards program and property as well as entertainment offered. Reviews player rating screens and issues complimentary in accordance with established complimentary issuance policies and procedures for rooms, restaurants, and shows. Batches, counts, and assigns control tickets to incoming promotional data. Greets customers as a company representative and provides information concerning specific functions. Assists in coordination of special promotional events. Issues promotional amenities, redeems coupons, maintains accurate records, banks and inventory control records. Assists at Marketing Promotions events by greeting and checking in guests, issuing prizes and other related duties as assigned by supervisor.

EDUCATION/SKILLS/EXPERIENCE:

High school diploma or equivalent. Ability to add and subtract numbers. Pleasant personality, ability to deal with the public and maintain accurate records. Pleasant and easily understood speaking voice. Ability to receive and accept direction and instruction in a positive and cooperative manner. Customer service and computer experience preferred. Casino complimentary issuance experience and familiarity with player ratings preferred. Fluent in English. Capable of reading and writing English.