



**CAESARS**  
ENTERTAINMENT®

**Pool Concierge:**

Responsible for managing pool reservations for seating and answering all guest inquiries. Assist with any and all guest needs and helps to maintain cleanliness of the pool deck area. Provides the highest level of guest service ensuring guests have a memorable experience.

KEY JOB FUNCTIONS:

- Responsible for making reservations, monitors bookings and upsells daybeds and cabanas to guests.
- Responsible for enforcing pool rules, securing designated areas and ensuring all guests have designated wristbands for access.
- Provides a warm welcome to guests experiencing the pool area.
- Responsible for communicating to pool attendants designated seating and ensuring guest is properly escorted to seats.
- Providing towels to guests if requested.
- Familiarize yourself with retail products to offer to guests in pool area. Handles all retail sales to include sun care and after sun products.
- Effectively handles credit card and room charges for reservations according to established procedures.
- Maintains a clean, safe and well-organized area.
- Stock pool desk with all needed supplies (ie. paperwork, wristbands and desk supplies).
- Treats guests with courtesy and respect at all times.
- Remains appropriately groomed and follows established guidelines for dress code.
- Notifies the supervisor or manager immediately of any problems at the pool requiring attention (ie. guest injury, guest employee conflict, guest intoxication etc.)
- May perform additional duties as assigned by pool/spa management.

EDUCATION and/or EXPERIENCE:

High School diploma or G.E.D. certificate. Prior customer service experience required.

#### QUALIFICATIONS:

- Excellent customer service skills.
- Excellent interpersonal and communication skills.
- Ability to work in a fast-paced environment and multi-task.

#### PHYSICAL DEMANDS:

- Ability to lift and carry approximately 25-50 pounds if needed.
- Tolerance to work near extreme heat for extended periods of time.
- Visual abilities needed to effectively monitor the activity taking place in the pool area.

#### WORK ENVIRONMENT:

Diverse, fast-paced, requires ability to multi-task, physical demands to include standing for long periods of time and must be able to tolerate extreme indoor/outdoor heat at times.