

## **Crowd Control Specialist:**

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.

Responsible for all security related functions at assigned areas. Responsible for ensuring guest safety through surveying and watching the crowd at all times. Works to prevent and resolve altercations among guests. Stops all inappropriate behavior immediately in a professional manner. Responsible for checking guests' identification to ensure they are age appropriate. Enforces capacity regulations. Familiarizes themselves with VIP guests and ensures that only VIP guests enter VIP areas. Maintains control by circulating through the crowd throughout shift. Maintains constant vigilance to ensure the safety of patrons, employees and company property. Responsible for accurate reporting and completing Incident Reports and/or other reports as necessary.