

## Retail Associate:

Requires NJ Casino License. Consistently demonstrates superior customer service s displaying Spotlight on Success behaviors. Maintains upbeat, positive attitude, positive energy and enthusiasm from one interaction to the next. Creates an atmosphere of luck and celebrates customer wins. Is ready to serve and 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 properly uses the Service Recovery process to resolve problems when they arise. Promotes Caesars Rewards programs and card membership. Provides a warm farewell and thanks guests for visiting.

May be assigned to work in any Retail Services area. Assists customers in purchasing merchandise. Promotes positive customer relationships. Receives packages and boxes of various sizes and assist in stocking items.