



(manual section is applicable for above companies)

HUMAN RESOURCES
Chapter 8b - .02 Casino

Revision 63 : August/09/2011

8b.08 Cashier

Position Description

Position Title: **Cashier**

Revised Date: 07/11/2008

POSITION SUMMARY

The Casino Cashier receives and exchanges cash and coins, chips and checks, credit and/or other monetary notes for guest enjoying the Casino by performing the following duties and responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

All duties and responsibilities are to be performed in accordance with Royal Caribbean International's Gold Anchor Standards, SQM Policies and Procedures, USPH guidelines, environmental, and safety policies. Each shipboard employee may be required to perform all functions in various venues throughout the ship.

In accordance with Royal Caribbean International's philosophy of *Anchored in Excellence*, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.

1. Greets customers and provides Casino information regarding cashiering services available to the guests.
2. Exchanges chips, cash, coins, checks, credit and/or other monetary notes. Accurately counts chips, cash, coins in a quick and efficient manner. Receives coins or casino chips from guests requesting paper and/or coin currency equivalency.
3. Operates electronic coin counter or counts chips to determine correct exchange values. Provides guests with paper currency and/or coin equivalency.
4. Obtains approval for credit card transactions; charges individual accounts for chips

issued; maintains Credit Card Log.

5. Answers inquiries pertaining to Casino services and general information. Responds to guest complaints in a considerate, professional and positive manner by showing concern and listening actively. Takes ownership of guest concerns by following up and ensuring complaints are resolved to the guest's satisfaction.
6. Follows established procedures to maintain, balance and reconcile, assigned case assets (cash drawer). Prepares daily summaries by counting, reading and recording totals of cash, coins, traveler's and other checks, credit cards and ship credit. Prepares manual and computerized reports of daily transactions including transaction summaries to balance and prepare reports for each voyage.
7. Prepares written authorization forms and provides coins to Slot Technician to fill slot machines, slot payouts and change machines.
8. Participates in casino count by totaling and verifying monetary values. Provided necessary supplies for count activities.
9. Follows cage security procedures at all times.
10. Maintains an awareness of the guests to avoid possible security issues. Notifies management and/or security of suspicious behavior.
11. Attends meetings, training activities, courses and all other work-related activities as required.
12. Notify the host, pit or slot management of any high rollers.
13. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- o Two years cash handling experience in a customer contact position within the hotel banking, casino or related industry.
- o Proven customer service skills to interact appropriately with guests in a considerate, professional and positive manner by showing concern and listening actively.
- o Ability to communicate tactfully with guest, department heads and shipboard employees to resolve problems and negotiate resolutions.
- o Ability to count chips and paper currency quickly and accurately.
- o Ability to operate coin counters, chip mechanism, 10 key adding machine and related equipment.
- o Ability to perform basic math functions with regard to counting chips, cash, coins and

preparing reconciliation reports.

- o Working knowledge of computers, internet access and the ability to navigate within a variety of software packages such as Excel and Word.
- o Completion of high school or basic education equivalency preferred.
- o Recognize and possess the ability to count coins and paper currency in US dollars quickly and accurately.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following:

Completion of one full contract with a performance rating of satisfactory or above.

Language Requirements:

- o Ability to speak English clearly, distinctly and cordially with guests.
- o Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- o Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

END OF SECTION