



EMPERORS PALACE

THE PALACE OF DREAMS

EXECUTIVE HOST

Peermont prides itself on offering our guests exceptional customer service and value for money. We always strive to employ and develop individuals that share our values of Respect and Humility, Integrity, Collaboration, Accountability, Innovation and Agility.

As part of this we endeavour to provide opportunities to our employees to develop their careers within the Peermont Group and are therefore proud to offer another career development opportunity for the position mentioned above.

MAIN JOB PURPOSE:

To assist, provide and lead unprecedented levels of services to all Black Card and Bubbling under guests at Emperors Palace, by focusing on guests' expectations. This is to be achieved through leading and controlling of the Salon Prive and other areas that our targeted markets play in. To ensure a world class experience for all guests.

MAIN RESPONSIBILITIES:

1. An exciting opportunity arises for a candidate that will be required to establish our resorts as a destination of choice for local and international Slots & Tables Premium Black Card Players.
2. The candidate will have to deliver world-class personalised service to a culturally diverse gaming target market.
3. The candidate will have an opportunity to travel locally in order to increase the customer database and offer a specialised service.
4. The candidate will assist in performing cost benefit analysis on all specialised Slots & Tables Premium Black Card Player Events to determine the financial impact of such events.
5. The candidate will need to build professional relationship with Slots & Tables Premium Black Card Players and liaise with them on a regular basis to maintain relationships.
6. To effectively manage allocated Black Card players, communications with key intention of generating targeted visits and revenue generation to meet / exceed the target.
7. To be visible and available in the Prive whilst VIP Clients are in the casino.
8. The candidate will assist with the marketing of Slots & Tables Premium Black Card Player packages in order to gain optimum exposure for the property.
9. To ensure that all confidentiality, GGB and regulatory procedures, SOPs, rules and license requirements are implemented at all times in terms of any form of communication, and implementation of duties and related initiatives.

10. Responsible for all administration and coordinating of events.

11. Responsible for time and attendance of the department.

MINIMUM REQUIREMENTS:

1. Matric / Grade 12
2. Minimum 12 Months experience as a Gaming VIP Services Host is essential.
3. Excellent interpersonal and communication skills required
4. Sound knowledge of Microsoft office.
5. Shift work is an operational requirement.
6. Additional language is essential
7. Knowledge of premium players is an added advantage

OPERATIONAL REQUIREMENTS:

Specific job requirements for the position include:

- Shift work is an operational requirement.
- Operationally required to work in a smoking environment.
- Will be required to obtain a Gauteng Gaming Board Licence from the Gauteng Gaming Board.

Should you meet the minimum and operational requirements set out above, and feel that this position would be a suitable career opportunity for you, you are invited to make an application for the position by completing an internal application form. This, together with an up to date Curriculum Vitae should be submitted to the Human Resources Department. Please include the reference number for the position indicated below.

Any application should be discussed with your immediate manager who will be required to sign your internal application form.

CLOSING DATE: 02 MAY 2023

Internal Advertisement Reference Number : GRO56

Your completed internal application form together with your CV must be send to pmahanyele@emperorspalace.com

Emperors Palace is an Equal Employment Opportunity Employer