



13767W County Road B
Hayward, WI 54843

Job Posting

Job Title: VIP Host
Department: Player Development
Reports to: Player Development Manager
Pay Grade: E3
Position Type: Key
Opening Date: 1/5/2024
Closing Date: Until Filled

Basic purpose or function: Develop additional player spend through the delivery of VIP guest services. The goal is to drive increases in frequency of visitation, retail purchases and gaming win. Ensure that our service delivery advances the objective of our Vision / Mission Statement: To be premier guest experience destination in the Midwest.

Job Duties:

- Responsible for raising casino revenue through the delivery of exceptional service to our VIP players.
- Establish and maintain relationships with VIP guests through in-person contact while on property as well as by phone, email and hardcopy letters.
- Build loyalty among our VIP guests by developing relationships that they appreciate and want to be around often.
- Utilize upscale sales techniques when inviting guest participation in casino promotions and special events.
- Be fully knowledgeable of each casino promotion.
- Spend a significant amount of time engaging with VIP guests by participating in special events and social functions.
- Anticipates, responds to and consistently meets or exceeds the needs of guests including, but not limited to, transportation, accommodation arrangements and providing general information.
- Leveraging partnerships throughout the property (Gaming, Lodge, Food & Beverage, etc.) to maximize smooth, high-end service delivery.
- Establish, coordinate and lead both on and off-property VIP events.
- Handles difficult guests and situations in a calm, professional and prudent manner.
- Reward guests appropriately with F&B, lodging, event tickets or retail comps based on their level play.
- Effectively handle guest questions, concerns and complaints with the goal of having them be happy with how they are treated.
- Fully complies with all applicable rules, regulations, laws and policies, and conducts themselves with highest levels of integrity, honesty and professionalism.
- Responds to and consistently meets the needs of internal team members.
- Supports and cultivates new ideas and methods to deliver business solutions.
- Identifies ways to increase efficiencies or improve product or service.
- Keeps track of existing products/services and/or programs on new initiatives.
- Stays up to date with the latest developments in the industry, current market trends and all on-property and competitor events.
- Develops skills to handle increasingly complex matters.
- Complies with and upholds company expectations including Vision / Mission Statement, Core Values, LCO Casino service standards, procedures, regulations, department goals and business strategy.
- Politely give consistent, timely and accurate information and finds answer when unsure.
- Perform other duties as assigned.

Job Qualifications:

- Bachelor's degree required in marketing or a hospitality related field preferably with a minimum of five years in a guest service capacity or an equivalent combination of education and experience.
- Ability to think independently in making decisions to maximize customer service experience and program profitability.
- Ability to effectively manage time and perform multiple tasks simultaneously.
- Must be proficient with Point-of Sale systems.
- Excellent interpersonal, communication, problem solving and analytical skills required.
- Must have exceptional guest service skills.
- Must have a systematic and process oriented mindset to ensure seamless end-to-end guest experiences.
- Excellent networking abilities.
- Must be an avid participant of the local community, including tourism and major event awareness.
- Must present a well-groomed professional appearance.
- Must have excellent oral and written communication skills.

Native American preference applies to all candidates for this position.