



Let's play.

POSITION TITLE: VIP Manager

REPORTS TO: VP of Operations

At the Palace Casino (a Gateway Casino property) we are fun, bright, motivated and love what we do. So we invite you to join our team of professionals and experience the excitement of a casino environment.

PURPOSE:

The VIP Manager is responsible for managing all VIP Sales and Marketing to reach or exceed VIP and High Limit Table Game budgeted volumes at the Palace and Baccarat Casinos.

ESSENTIAL FUNCTIONS:

1. Build and maintain a database of VIP Table Players to ensure a thorough understanding of our most valued VIP patrons, including capture of market share from existing Gateway competitors.
2. Develop events, sponsorship and marketing strategy to position Gateway properties as the preferred gaming choice for VIP Table Game patrons. Keep up to date with competitor property player programs, initiatives, and service standards.
3. Establish networks with third party agents and suppliers that will assist in driving business to Gateway properties (e.g. Travel agents, tour group operators etc).
4. Solicit and action feedback from staff, other departments and customers to improve the service delivered in the VIP department. Suggest, implement and maintain initiatives to improve, and remove barriers to, service to VIP customers.
5. Maintain an up to date knowledge of products, events, promotions and general information relating to the VIP Rooms, general gaming floor and the property.
6. Maintain a high profile within the VIP Rooms, performing public relations duties as required and ensuring that customer service meets and/or exceeds guest expectations.
7. Handle demanding guests and resolve issues or complaints in a calm, professional and discreet manner. Review processes and procedures to ensure issues do not reoccur.
8. Ensure player movements are communicated.
9. Ensure compliance at all times to legislative requirements and company policy.

JOB QUALIFICATIONS:

- 5 years of Guest Relations/Hospitality industry experience with at least 2 years in a supervisory position
- A strong understanding of VIP Clients and proven customer service skills
- Previous experience developing marketing and event activities to support business objectives
- Foreign language skills (preferably for Asian languages) are an asset
- Computer skills including Microsoft Office and electronic mail.
- Strong knowledge of Asian and Non-Asian VIP patron cultural preferences to develop programs to foster customer trial and repeat visitation
- Proven leadership skills and results orientation
- Excellent communication (verbal and written) and interpersonal skills
- Ability to build rapport with all customers – both external and internal
- Ability to maintain confidentially and action sensitive issues with discretion
- Excellent organizational and time management skills
- Ability to multi-task and work under pressure
- Excellent grooming, hygiene and presentation

- Gaming License
- Flexibility in working hours

Please apply in confidence, by submitting your Cover Letter and Resume to the Palace Casino via email: rwoychuk@palacecasino.com or fax: (780) 444-1155 by February 12, 2010.