



## JOB DESCRIPTION

**JOB TITLE:** Floor Attendant

**SUMMARY:** Floor Attendant is a high profile, first point of contact position providing attentive, prompt and courteous responses to customer inquiries and requests for assistance or information, handles problems and complaints efficiently and makes referrals to supervisory staff for resolution as required. This position is primarily responsible for the overall level of service in assigned area and on the gaming floor in general.

The Floor Attendant assists customers with prize verifications and payouts, places reserves on slot machines and provides information and direction regarding sales, purchases and requests for bingo cards. Maintains a cash float and exchanges currency for customers as needed. Ensures the gaming area is constantly monitored for cleanliness and that slot machines and bingo terminals and areas are kept clean and in good working condition.

The Floor Attendant keeps patrons informed of special events and promotions and assists the Shift Manager and Cage Supervisor in maintaining the highest level of service.

- RESPONSIBILITIES:**
- Assists customers with completion of electronic bingo purchases.
  - Accurately exchange currency, make correct change.
  - Provide prompt, friendly and current information to patrons regarding games, promotions and upcoming events.
  - Acknowledge and verify slot prizes and/or winning bingo cards.
  - Prepare paperwork promptly and accurately.
  - Troubleshoot and reset malfunctioning bingo terminals and slot machines.
  - Promptly report malfunctioning equipment to supervisors.
  - Remove garbage and ensure customer gaming areas are kept neat and clean.
  - Notify Shift Manager or Cage Supervisor of issues that may affect the Bingo program or customer service.
  - Empty garbage cans and remove garbage bags to outside bins regularly.
  - Assist in maintaining an organized workspace including staff break rooms.
  - Adhere to Chances Standards of Performance and BCLC policies regarding the maintenance of all cash and cash related transactions, ensuring that cash counts and balances are performed within current guidelines and with appropriate levels of custody.
  - Monitor and enforce house policies regarding slot machine reserves.
  - Performs sundry duties for all gaming floor areas as assigned.

**SKILLS &  
EXPERIENCE  
REQUIRED**

- Excellent mathematical and cash handling ability
- Superior customer service and oral communication skills
- Experience in the use of computer and/or office equipment
- Able to work a variety of shifts including evenings and weekends.
- Able to stand for long periods of time.
- Must be bondable.
- Serving It Right Certification
- ART Level 1
- AML training

**DESIRED SKILLS**

- Mechanical aptitude an asset.
- Previous experience in sales, cashiering and/or customer service an asset.
- Basic knowledge of slot and/or bingo equipment.