



RCL Cruises Ltd.

(manual section is applicable for above companies)

**JOB DESCRIPTION MANUAL -
HOTEL OPERATIONS CELEBRITY
Chapter 7 - Position Description
Shipboard - Casino**

Revision 32 : July/25/2011

7.06 Cashier

Position Title: Cashier

Reports To: Cash Desk Manager

Direct Reports: N/A

Effective Date: April 2005

POSITION SUMMARY

Receives and exchanges cash and coins, chips, and checks, credit and/or other monetary notes for guests enjoying the Casino, by performing the following duties and responsibilities.

ESSENTIAL DUTIES & RESPONSIBILITIES

To support Celebrity Cruises' mission of sustaining "the world's ultimate premium cruise line with a taste of luxury," all duties and responsibilities are to be performed in accordance with Celebrity Cruises' Pillars of Safety, Service and Style, ISM/ISO and SQM standards, USPH guidelines, and environmental regulations.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

1. In accordance with Celebrity Cruises' Pillars of Safety, Service and Style, as well as through Celebrity STAR Program, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and crewmembers areas.
2. Greets guests and provides Casino information regarding cashiering services available to the guests.
3. 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.

4. Operates electronic coin counter or counts chips to determine correct exchange values. Provides guests with paper currency and/or coin equivalency.
5. Obtains approval for credit card transactions; charges individual accounts for chips issued; maintains Credit Card Log.
6. 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.
7. Follows established procedures to maintain balance and reconcile, assigned cage 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.
8. Prepares written authorization forms and provides coins to Slot Technician/Casino Attendant to fill slot machines, slot payouts and change machines.
9. Participates in casino count by totaling and verifying monetary values. Provide necessary supplies for activities.
10. Follows cage security procedure at all times.
11. Maintains an awareness of the guess to avoid possible security issues. Notifies management and/or security of suspicious behavior.
12. Attends meetings, training activities, courses and all other work related activities as required.
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.

FINANCIAL RESPONSIBILITIES

Financial responsibilities for budget, expenses and/or achievement of revenue targets.

- This position is responsible for cost containment through the proper use, handling and maintenance of records, reports, supplies and equipment.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- This position has no supervisory responsibilities.

QUALIFICATIONS

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

Hiring Requirements:

- Two years cash handling experience in a customer contact position within the casino, hotel, banking or related industry.
- Proven customer service skills to interact appropriately with guests in a considerate, professional and positive manner by showing concern and listening actively.
- Ability to communicate effectively and tactfully with guests, department heads and shipboard crewmembers to resolve problems and negotiate resolutions.
- Ability to count chips and paper currency quickly and accurately.
- Ability to operate coin counters, chip mechanism, 10 key adding machine and related equipment.
- Ability to perform basic math functions with regard to counting chips, cash, coins, and preparing reconciliation reports.
- Working knowledge of computers, Internet access, and the ability to navigate within a variety software packages such as Excel, Word, and or related programs.
- Completion of high school or GED required; university degree preferred.
- Recognize and possess the ability to count coins and paper currency in U.S. Dollars quickly and accurately.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- 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.
- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

- While performing the duties of this job, the 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. The employee must frequently lift and/or move up to 50 pounds. 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