



(manual section is applicable for above companies)

HUMAN RESOURCES
Chapter 8b - .02 Casino

Revision 63 : August/09/2011

8b.11 Slot Attendant

Position Description

Position Title: **Slot Attendant**

Revised Date: 07/11/2008

POSITION SUMMARY

Installs, services, adjusts and repairs minor problems on coin-operated slot machines located in the shipboard Casino by performing the following duties and responsibilities. The position is also responsible for all jackpot and fill transactions during the shift.

ESSENTIAL DUTIES AND RESPONSIBILITIES

All duties and responsibilities are to be performed in accordance with Royal Caribbean International's Gold Anchor Standards, SQM Policies and Procedures, USPH guidelines, environmental, and safety policies. Each shipboard employee may be required to perform all functions in various venues throughout the ship.

In accordance with Royal Caribbean International's philosophy of *Anchored in Excellence*, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.

1. Conducts minor general Casino maintenance and/or service on Casino machines and equipment.
2. Fills machines with coins whenever a fill is required
3. Tests coin and cash equipment prior to counts.
4. Examines malfunctioning slot machines to determine possible cause of malfunction. Adjusts and repairs machines where possible and escalates problems to the Slot Technician on duty.
5. Collects coins and currency from change machines and makes settlements with

cashier cage to balance assets and cash retrieved from the machines.

6. Prepares written authorization for jackpot payouts and presents to Cashier and/or Casino management based on established Casino Operation policies.
7. Conducts daily inspections of the casino machines and equipment.
8. Maintains a constant presence throughout the Casino. Walks around the Casino to assist guests and provide general information. Extends courtesy and helpful gaming information to guests. Responds to guest complaints in a considerate, professional and positive manner by showing concern and listening actively. Takes ownership of guest concerns.
9. Maintains an awareness of the guests to avoid possible security problems. Observes players and machine operation for improper use or possible security problems. Notifies management and/or security of suspicious behavior.
10. Participates in slot count as assigned and in accordance with Casino Operations policies.
11. Attends meetings, training activities, courses and all other work-related activities as required.
12. Notifies the host, pit or slot management of any high rollers. Captures all relative information.
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.

QUALIFICATIONS

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

Hiring Requirements:

- o Formal training in the repair and troubleshooting of a variety of electrical, mechanical and/or electronic equipment preferred but not required.
- o Previous Slot Attendant work experience in live casinos preferred.
- o Proven ability to read safety rules, instructions in the use and maintenance of tools and equipment and methods and procedures in mechanical drawings.
- o Proven customer service skills to interact appropriately with guest in a considerate, professional and positive manner by showing concern and listening actively.
- o Ability to communicate tactfully with guests, department heads and shipboard employees to resolve problems and negotiate resolutions.

- o Ability to stand for an extended period of time.
- o Ability to count paper and coin currency quickly and accurately.
- o Ability to perform basic math functions with regard to monetary units and compute slot machine percentages.
- o Completion of high school or basic education equivalency preferred.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following:

- o Completion of one full contract with a performance rating of satisfactory or above.
- o Some electronic background preferred.
- o Excellent public relations skills.

Language Requirements:

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

Physical Requirements:

While performing the duties of this job, the shipboard 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. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Required to move objects by lifting carrying, pushing, and pulling. Stooping, kneeling and crouching are required to repair and check machines. Full mobility of wrist, thumb, and fingers is required for detailed electrical mechanical repairs.

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