



CAREER OPPORTUNITY

Position:

Casino Guest Services Representative

Hastings Racecourse has been capturing the imagination of Vancouverites and visitors alike since 1889. Each April through October, we are Vancouver's exclusive source for live thoroughbred horseracing. We offer over 600 of the newest slot machines on our Casino Floor - complete with a spectacular entertainment lounge – as well as food and

beverage options ranging from casual to fine dining. Get your career racing with Hastings Racecourse today and find out why we're "Bred for Excitement" since 1889.

Hastings Racecourse is currently seeking qualified individuals for the position of Casino Guest Services Representative in our Gaming Operations department. This is a part-time position with varying hours.

Position Summary: Under the general supervision of the Gaming Shift Manager, your primary responsibility will be to greet and provide a warm reception to all of our guests. Other responsibilities include:

- Professional telephone reception
- Assisting with all internal and external promotions and special events
- Assist guests with Encore Rewards membership and sign up
- Handling surveys, coat check, lost and found, and PA announcements
- Adhering to all GCC, and BCLC policies as they relate to functions of the position
- Other duties as required

Successful candidates will demonstrate the following qualifications:

- Minimum high school diploma or equivalent
- Must successfully pass a criminal and credit record check by the Gaming and Policy Enforcement Branch (GPEB)
- Must have Serving It Right certification
- Customer service experience, ability to work well in a team environment
- Ability to handle multiple tasks and projects at one time
- Ready and willing to work a flexible schedule that will include evenings and weekends
- Exceptional interpersonal and communications skills
- Knowledge of MS Office and Outlook
- A passion for providing Great Experiences and Memories to our internal and external guests in the continual quest of achieving service excellence

Apply Online: www.hastingsracecourse.com

Hastings HR Fax: 604.216.5211

Email: mthapa@hastingsracecourse.com

Pay Rate: \$13.39 per hour

