

JOB DESCRIPTIONS
JOB TITLE: TABLE GAMES DEALER

DEPARTMENT: Table Games
REPORTS TO: Table Games Dealer
FLSA DESIGNATION: Non-Exempt

SHIFT: Days, Evenings, Weekends,
Holidays as needed
WAGE STATUS: HOURLY

SUMMARY:

The Table Games Dealer is responsible for all aspects of dealing the blackjack or other table games as needed and assists the Pit Supervisor in tracking play and game observation. Greets, and recruits new players while providing friendly, excellent service to each customer. In order to be a productive employee at Sugar Creek Casino you must have the ability to work with others as a team. In order for Sugar Creek Casino to function efficiently you may be asked to assist in the training of new employees, as they become part of our team. In addition, other duties and responsibilities may be requested of you, which are not in your job description.

ESSENTIAL DUTIES include the following:

The following is a list of the main duties/responsibilities. However, other duties may be assigned as deemed necessary by reporting senior.

1. Smiles, makes eye contact, greets customers, thanks customers for tokes and wishing players "good luck" when they leave their assigned table.
2. Shuffles and deals cards as required for the play of the assigned game.
3. Determine winners and losers.
4. Applies knowledge of dealing procedures according to house rules so as to preserve the security and integrity of games.
5. Exchanges paper currency for gaming chips.
6. Pays winning bets and collects losing bets.
7. Maintains chip tray at table in orderly fashion.
8. Notifies supervisor of any irregularities noticed.
9. Answers questions or inquiries from patrons
10. Performs other duties as assigned by an immediate supervisor or manager.
11. Personally provides excellent customer service.
12. Speaks clearly and persuasively in positive or negative situations; listens and gets clarification;
13. Explains information whether oral or written clearly and informatively;
14. Presents numerical data effectively;
15. Demonstrates good judgment, poise and maturity in interactions with associates and customers.

16. Adheres to high standards of personal and business ethics and behavior. Can be counted on to meet obligations and commitments. Honest, consistent in communication and behavior.
17. Understands the link between customer satisfaction and business performance;
18. Reacts quickly and decisively
19. Looks for ways to improve and promote quality;
20. Follows instructions, responds to management direction;
21. Takes responsibility for own actions;
22. Quickly and accurately perform mathematical computations when determining payouts
23. Must follow work schedule, however the days and hours may be subject to change as determined by management
24. Must follow all policies and procedures as per the Sugar Creek Casino employee handbook
25. Reads, verifies and signs appropriate documents when necessary
26. Meets attendance guidelines of the job and adheres to the regulatory department and company policies
27. Must be able to take criticism and deal with rude customers
28. Must be able to train new employees and perform added duties when necessary; employees may be asked to cross-train in other areas of the hall.

SUPERVISORY RESPONSIBILITIES:

1. This position has no supervisory responsibilities.

QUALIFICATIONS:

1. Must be able to pass a math test.
2. Effectively distinguishes between colors of casino chips.
3. Must be able to successfully pass a Sugar Creek Casino Blackjack audition.
3. Must possess excellent customer relations and communications skills.
4. Must be willing to work any day of the week and any shift.
5. Must be able to get along with co-workers and work as a team.
6. Must present a well-groomed appearance.

7. Must be able to initiate and engage conversation in a professional and friendly manner.
8. Previous experience is preferred but not required.
9. Must be able to obtain and maintain a gaming license.

EDUCATION and EXPERIENCE:

1. Must have a high school education or GED preferred.
2. The ability to read English and understand either written or verbal instructions.
3. Previous experience is preferred but not required.

LANGUAGE SKILLS:

Ability to read, analyze and interpret simple documents, such as safety rules, operating and maintenance instructions and procedure manuals. Ability to respond to common inquiries from fellow employees or supervisors. Be able to read and understand on-going casino promotions and be able to explain promotions to customers if asked.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

REASONING ABILITY:

Ability to apply commonsense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving, frequent changes, delays and unexpected events.

OTHER SKILLS AND ABILITIES:

Ability to see problems and avoid situations that could be deemed to be illegal or represent a safety hazard to fellow employees or customers. The ability to follow complex instructions and ability to perform assigned tasks under limited supervision.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is occasionally required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and taste or smell. The employee is required to reach with hands and arms, and to sit or stand for long periods of time. . The employee must occasionally lift and/or move

up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Must operate in both mentally and physically stressful situations. Must be physically mobile with reasonable accommodations.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to cigarette fumes and second hand smoke. The noise level in the work environment is usually moderate.

This establishment promotes a drug-free work environment.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

PUBLIC RELATIONS:

Important attributes of any employee of the Wichita and Affiliated Tribes, Sugar Creek Casino, along with the official performance of duties, are personal appearance and public relations. Each employee is expected to make every effort to be well-informed about the institution, pleasant, courteous and cooperative, and to act in a manner to command respect of co-workers and all other personnel. An optimistic attitude, patience and tolerance will help each employee in nearly all situations at the institution.