

9/15/2022



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CRUISE JOB DESCRIPTIONS - CASINO



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Cruise Job Descriptions

CRUISE SHIP CASINO MANAGER JOBS

Casino Manager Job Description and Duties:

- ✓ Directly supervises supports and evaluates the performance of the subordinate casino operation positions - [Assistant Casino Manager](#), Casino Senior Supervisor, Cash Desk Manager, Slot Manager, [Casino Dealer/ Croupier](#), [Slot Technician](#) and [Cashier](#)
- ✓ Must create and maintain an entertaining gaming environment, which intrigues, attracts and retains the attention of the passengers thus providing constant flow of customers and exceeding the pre-set revenue targets
- ✓ Responsible for on-the-job day-to-day training of ship's Casino Staff covering all aspects of gaming services and makes sure that all casino team members perform up to the standards of service set by the cruise line or concession
- ✓ Oversees and supervises all training programs within the casino operations department in order to improve the casino personnel current performance allowing them to gain skills and abilities for future advancement and promotion to superior positions
- ✓ With the help of the subordinate managers and supervisors the Casino Manager maintains a strong observation and control over all casino games, slot machines and casino cage in order to minimize security treats and fraud cases
- ✓ Monitors casino dealers and cashiers ensuring gaming and cash flow management procedures are performed according to the standards of the company
- ✓ Responsible for constant monitoring of both players and casino personnel
- ✓ Ensures that all mechanical, electric and electronic equipment in the casino is well maintained and working properly at all times
- ✓ Responsible for assigning work and vacation schedules to ship's casino personnel and also for overseeing on-the-job training covering all aspects of customer service and etiquette
- ✓ The Casino Manager is in charge of all casino marketing and promotion strategies targeting increasing the volume of customers, often competing with other shipboard departments



Casino Manager Job Requirements:

- High school diploma or basic education equivalent



Cruise Job Descriptions

- Bachelor's degree in hospitality management, business administration or related field from an accredited college/ university or the international equivalent is preferred
- Two to three years progressive managerial experience in a casino in an upscale hotel or resort
- Cruise Ship experience is preferred
- Good command of the English language (both spoken and written), knowledge of additional language(s) is a plus
- Strong managerial skills and ability to work in a multicultural environment plus knowledge of basic computer software

Casino Manager Salary Range:

\$4300-5700 U.S. per month, depending on the cruise line, commission and size of the ship.

Cruise Job Descriptions

CRUISE SHIP ASSISTANT CASINO MANAGER JOBS

Assistant Casino Manager Job Description and Duties:

- ✓ Reports to the ship's [Casino Manager](#) and directly supervises supports and evaluates the performance of the subordinate casino operation positions - Casino Senior Supervisor, Cash Desk Manager, Slot Manager, [Casino Dealer/ Croupier](#), [Slot Technician](#) and [Casino Cashier](#)
- ✓ Oversees and supervises the day-to day operations of the cruise ship casino as directed by the Casino Manager
- ✓ Discusses on daily basis with the Casino Manager the requirements of the day's activities and timeframes for specific tasks within the shipboard casino venue.
- ✓ Reviews schedules to estimate timeframes and to ensure speed and efficiency for the specific tasks
- ✓ Meets on regular basis with subordinate casino staff to review passenger comments in order to implement revisions and improvements of current practices.
- ✓ Supervises the financial aspects of the cruise ship casino operations, including the successful identification of expense reduction through cost control
- ✓ Under the supervision of the Casino Manager and with the help of the subordinate casino operation staff he / she maintains a strong observation and control over all casino games, slot machines and casino cage in order to minimize security treats and fraud cases
- ✓ Builds and maintains relationships with Casino VIP guests, and identifies new ones based on feedback from the casino personnel and personal observations.



Assistant Casino Manager Job Requirements:

- High school diploma or basic education equivalent
- Bachelor's degree in hospitality management, business administration or related field from an accredited college/ university or the international equivalent is preferred
- Minimum of one year supervisory experience in casino table gaming operations
- Ability to make decisions based on sound judgment regarding gaming rules and regulations
- Good command of the English language (both spoken and written), knowledge of additional language(s) is a plus
- Ability to supervise a multinational team of casino personnel in a positive and productive fashion



Cruise Job Descriptions

Assistant Casino Manager Salary Range:

\$3600-4400 U.S. per month, depending on the cruise line, commission and size of the ship. Possibilities for promotion to Casino Manager position.

Cruise Job Descriptions

CRUISE SHIP CASINO DEALER / CROUPIER JOBS

Casino Dealer Job Description and Duties:

- ✓ Reports to the ship's Casino Senior Supervisor and does not have supervisory responsibilities
- ✓ Responsible for a proper conduct of various table games - Baccarat, Roulette, Black Jack, Let It Ride, Caribbean Stud Poker, Dice and others
- ✓ Monitor all players around the table in order to identify their individual playing style and to avoid cheating.
- ✓ In cases when a suspicious behaviour is detected he /she is obliged to notify the management as well as the ship's security personnel
- ✓ In case of dispute with a passenger, the duty of the Casino Dealer is to try to resolve the situation in a polite and professional manner and would refer to the superiors only escalating complaints
- ✓ Exchanges casino chips and tokens for money, announces the exchanges and updates clicker counting device to record the cash intake
- ✓ Ensures that players are informed about the rules of the game, all wagers are placed before the start of the game then performs the game, announces all winning hands and bets, pays winning bets and collects losing bets
- ✓ When assigned by the [Casino Manager](#), he / she would take part in the casino cash and coins count
- ✓ Must be well groomed, keep presentable personal appearance and follow company guidelines regarding uniforms and personal hygiene
- ✓ The Casino Dealers on some cruise ships may be required to participate in passenger and crew safety drills as well as meeting passengers during embarkation and attending company meetings and training activities



Croupier / Casino Dealer Job Requirements:

- High school diploma or basic education equivalent
- College or university degree is preferred
- Minimum one year Casino Dealer experience in a licensed casino conducting Blackjack and Roulette games, proficiency in other games is a plus
- Some cruise lines and concessions running casinos aboard cruise ships require diploma from approved casino dealer school, others don't
- Candidates must be able to differentiate very quickly the numbers on cards, dice, wheels and determine the outcome of the game



Cruise Job Descriptions

- Excellent communication skills and good command of the English language are required, knowledge of additional languages is a plus
- Previous cruise ship experience is an asset, but is not mandatory

Casino Dealer / Croupier Salary Range:

\$2700-3600 U.S. per month, depending on the cruise line, commission and size of the ship. Possibilities for promotion to Assistant Casino Casino Manager position.

Cruise Job Descriptions

CRUISE SHIP SLOT TECHNICIAN JOBS

Slot Technician Job Description and Duties:

- ✓ Responsible for the maintenance and repairs of all cruise ship casino devices and machines - slot machines, currency changers, card shuffling, coin-handling and other machines as well as video arcade games and computerized gym equipment
- ✓ Except his/ her main duties of servicing and repair the Slot Technician would be present in the Casino during working hours, walking around the tables and slot machines and providing help to passengers, answering questions, explaining specifics of various casino devices
- ✓ Monitors players for improper use of machinery and possible attempts for cheating and reports to management and security if such cases occur
- ✓ Responsible for re-filling the slot machines with coins and testing electrical and coin-handling systems
- ✓ Collect bills and coins from the currency exchange machines and makes settlements with cashier cage to balance assets and cash retrieved from the machines
- ✓ Must be well groomed, keep presentable personal appearance and follow company guidelines regarding uniforms and personal hygiene
- ✓ May be required to participate in passenger and crew safety drills as well as to show directions to passengers during embarkation and to attend company meetings and training activities



Slot Technician Job Requirements:

- High school diploma or basic education equivalent is preferred, but no mandatory
- Formal training in repair of a variety of electrical, mechanical and electronic equipment
- Previous experience as a Slot Technician in a casino is preferred
- Candidates must be able to count paper money and coins currency quickly and accurately and to perform basic math functions with regard to monetary units and compute slot machine percentages
- Excellent communication skills and good command of the English language are required, knowledge of additional languages is a plus
- Previous cruise ship experience is an asset, but is not mandatory

Slot Technician Salary Range:

\$2500-3000 U.S. per month, depending on tips, commission, the cruise line or concession, size and itinerary of the ship.

Cruise Job Descriptions

CRUISE SHIP CASINO CASHIER JOBS

Casino Cashier Job Description and Duties:

- ✓ Deals directly with passenger transactions at the casino cage - exchanges cash, coins, casino chips, charges credit cards and shipboard accounts, validates checks in an efficient and friendly manner
- ✓ Balances the cash float on daily basis, declares non-balances and ensure the cash float is secured at all times
- ✓ Operates electronic coin counter or counts chips to determine correct exchange values
- ✓ Writes authorization forms and provides coins to Slot Technicians in order to keep constant supply in slot machines, slot payouts and change machines.
- ✓ Provides passengers with paper currency or coins handling all guest interactions in a courteous and efficient manner
- ✓ Pays close attention to passengers needs and is always ready to answer questions regarding various casino services
- ✓ Deals with customers complaints in a polite and professional fashion resolving the issues and making sure that passengers feel satisfied
- ✓ Responsible for preparing daily and "end of cruise" reports by counting and recording totals of cash, coins, credit cards and shipboard accounts payments, as well as personal and traveller's checks
- ✓ Always follows casino cage security procedures, must be well groomed at all times, keep presentable personal appearance and follow company guidelines regarding uniforms and personal hygiene



Casino Cashier Job Requirements:

- High school diploma or basic education equivalent is preferred, but no mandatory
- Previous cash handling experience in a customer contact position hotel, casino, accounting, financial institution or bank teller
- Candidates must be able to count fast and accurately casino chips, paper money, coins and be proficient with basic computer software
- Excellent communication skills and good command of the English language are required, knowledge of additional languages is a plus
- Previous cruise ship experience is an asset, but is not mandatory



Cruise Job Descriptions

Casino Cashier Salary Range:

\$2100-2800 U.S. per month, depending on the cruise line or concession, tips from casino dealers, commission, size and itinerary of the ship.