

## Premium Services Host

The Star Entertainment Group • Gold Coast



Base pay

\$50,000 - \$60,000



Work type

Casual/Holiday



Contract type

Permanent

### Job details



Date posted

14 Jun 2022



Category

**Hospo, Tourism & Food Services**



Occupation

**Casinos & Gaming**



Base pay

**\$50,000 - \$60,000**



Contract type

**Permanent**



Work type

**Casual/Holiday**



Job mode

**Standard business hours**



Work Authorisation

**Australian citizen / Permanent resident**

### Perks

Spa

Staff discounts

### Skills

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### Full job description

Our extremely passionate Premium Services team have a great opportunity available for **Premium Services Hosts**. In this role you will deliver outstanding service to our guests during check in, check out, VIP Gaming Rooms and throughout the duration of their stay.

#### What will my day look like?

- Responding to guest enquiries, both face-to-face and over the phone
- Accurately perform administrative tasks (e.g. guest related bookings)
- Up-selling and cross-selling when a specific need cannot be met
- Coordinating reservation requirements for our most Premium VIP guests
- Liaising between VIP Sales Hosts and Casino teams
- Greeting and monitoring guest access and dress code in VIP gaming areas

This role is fast-paced, hands-on and demands that you can work under pressure and with a high-level of attention to detail.

#### We are specifically looking for applicants who have:

- Extensive guest service experience in Front Office/Guest Services preferred

- Previous experience in a 5-star establishment advantageous
- Good keyboard skills with knowledge of hotel check-in systems (Opera, Fidelio- highly regarded)
- A high level of proficiency with Microsoft Office (Word/Excel/Access)
- The ability to speak a second language (highly regarded but not essential)
- Sound knowledge of the local area and surrounds
- Outstanding presentation and communication skills
- A current Responsible Service of Alcohol Statement of Attainment
- Flexibility to work across a rotating 24/7 roster

#### **What can we offer you?**

- 30% staff discounts across our award-winning venues on all 3 of our properties
- Lifestyle and wellbeing discounts and benefits, including EAP & gym memberships
- FREE buffet meal with a new menu every day at our Employee Dining Room
- Uniform prepared and ready for you daily on property
- The Star is an Employer of Choice for Gender Diversity awarded by WGEA
- Groupwide Diversity & Inclusion focus areas including LGBTQI, Multicultural, Gender and Indigenous

#### **About us**

The Star Gold Coast is a one stop shop for all your needs. It offers luxurious accommodation and spa, iconic bars, restaurants and a world-class casino. We offer entertainment like no other, with our live concerts and shows in our Theatre and Events Centre, Live on the Lawn events, world class DJ's at Atrium Bar & more! It is a destination that offers relaxation and fun at the same time!

#### **Our Culture**

At The Star, we're passionate about creating an inclusive workplace that promotes and values diversity. We believe that everyone's unique experiences enable us to deliver exceptional experiences for our guests, a great place to work for our team members and positive outcomes for our communities. We welcome applications from people of all cultures, ages, religions, genders, LGBTQI+ people, Aboriginal and Torres Strait Islander Peoples and people with disabilities.

The Star is a Founding Partner and Major Corporate Partner of Women in Gaming and Hospitality (WGHA) and has been recently awarded GOLD status in the Australian Workplace Equality Index (AWEI) which evaluates LGBTQI+ inclusiveness in the workplace.