

## Member of the Casino Games Executive Committee

Membre de comité de Direction des jeux de casinos

### m/w Définition

S/he supervises all gaming operations [monitors procedures, is responsible for interventions and technical investigations, ensures house rules are respected, addresses customer complaints, supervises and tracks commercial objectives etc]. S/he is also responsible for the management of customer relations [monitoring quality and loyalty] and manages gaming staff. S/he may replace the Casino Director in any of his/her duties and activities.

*NB : These details are provided for information purposes only. They may vary according to the size and organizational system of the company concerned.*

### Activities

#### Management and coordination of staff

Supervise a team

Participate in staff recruitment procedures and in the induction of new staff within the organization

#### Commercialization

Define and manage the organization's commercial policy

Contribute to the determination of prices for the sale of tourism products

Manage and develop the various aspects of customer relations [face-to-face, on line etc]

Welcome, inform, help educate and advise tourists and/or customers in order to respond to their queries or needs

Proposer et vendre des produits touristiques aux clients

#### Delivery and production

Coordinate and supervise the activity and organization of entertainment and /or production teams

#### Communication

Communicate via all information channels [including Internet and digital, etc].

#### Quality, safety environment

Ensure that the public is received in appropriate conditions and in compliance with quality, hygiene and safety procedures

Check the maintenance of equipment, materials and installations and identify any needs for replacements or repairs

Ensure compliance with safety and security standards

Ensure the safety of attractions and the implementation of the relevant regulations

Approve and check the key stages in the process of a mission, a study or a product, possibly within the context of a quality assurance system

Obtain or manage a quality label or standard



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**Day-to-day management and administration of the business**

- Monitor administrative, budgetary and accounts procedures
- Process and administer customer files and documentation
- Implement and maintain information systems [management and web applications]

**Key skills**

- Highly customer-focused attitude
- Proficient in the use of information and communication technologies
- Aware of the challenges of sustainability
- Able to speak, read and write one or more languages other their native language
- Knowledgeable about issues related to tourism and general culture

