

“One Complex, One Team, One Success”

## The Reef Hotel Casino

### Casino Host

#### Japanese language skill required

The Reef Hotel Casino is the pre-eminent centre for gaming, entertainment, food and accommodation in Cairns employing approximately 500 employees.

We are currently seeking a Japanese speaking host to effectively market promotions, address correspondence, etc. and liaise with Japanese VIP clients regarding all aspects of The Reef Hotel Casino complex and its operations.

As **VIP Host** you will develop relationships with potential players and nurture existing player relationships. As part of your role you will ensure that excellence in service is provided to Club Privé Premium patrons through the VIP Services department by recognizing players special occasions i.e. birthdays and anniversaries, etc. Personally invite players to events throughout the year and attend with them.

#### PLEASE NOTE:

As this position requires a Casino Employee License, If you are not an **Australian Citizen or Permanent Resident of Australia** and **over the age of 18 years**, your application will not be considered for this role.

#### Criteria

- ✓ Bilingual (English, Japanese)
- ✓ Ability to communicate both written and verbal.
- ✓ Exceptional communication and interpersonal skills.
- ✓ Proven experience in dealing with VIP guests.
- ✓ Experienced in the translation and preparation of foreign correspondence.
- ✓ Good knowledge of the local and surrounding area.
- ✓ Competent use of Microsoft office applications.
- ✓ Able to liaise with tour providers/limousine services.
- ✓ Flexibility with shifts as evening & weekend hours may be required.
- ✓ A people person who can exceed guests expectations.
- ✓ A high standard of grooming and presentation.

#### Licence Requirement

Appointment is contingent upon final licence approval and individual security (probity) clearances from the Queensland Office of Liquor and Gaming Regulation.

#### Employment Includes

A competitive salary and a clean safe multicultural, people friendly environment.

Staff benefits: In house training for career development. Amenities including shower facilities and staff canteen.

Accommodation, food & beverage discounts for you, your family and friends .

The Reef Hotel Casino is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of gender, race, physical ability, age, sexual orientation, religion or belief and family responsibilities.

The Reef Hotel Casino does not accept unsolicited resumes from recruitment agencies or search firms.



**THE REEF**  
HOTEL CASINO

