



### **Retail Associate:**

Requires NJ Casino License. Consistently demonstrates superior customer service skills by displaying Spotlight on Success behaviors. Maintains upbeat, positive attitude, positive energy and enthusiasm from one interaction to the next. Creates an atmosphere of luck and celebrates customer wins. Is ready to serve and informed of daily information; builds relationships by greeting guests with a warm, friendly verbal greeting. Anticipates needs and provides fast, flawless service. Checks for satisfaction and properly uses the Service Recovery process to resolve problems when they exist. Promotes Caesars Rewards programs and card membership. Provides a warm farewell and thanks guests for visiting.

May be assigned to work in any Retail Services area. Assists customers in purchasing merchandise. Promotes positive customer relations. Receives packages and boxes of various sizes and assist in stocking items. Marks prices on merchandise as directed. Advises customers as to current fashions, style of garments to suit age and figures, and coordination of accessories with apparel. Maintains accurate accounting of change bank utilized for giving change, refunds, etc. Maintains neatness of work area and ensures merchandise is displayed in proper area. Must be able to lift 15 to 25 pounds. Completes special assignments as requested by upper management.

### **EDUCATION/SKILLS/EXPERIENCE:**

Excellent customer services skills. Pleasant, poised personality. Experience in a retail environment preferred. Working knowledge of either gift shop/boutique items.