

# STANDARDS OF PERFORMANCE MANUALS

## ROOMS

### BELL/DOOR

Bell Captain  
Bell Person  
Door Person  
Driver  
Guest Service Agent

### FRONT DESK

Supervisor  
Agent

### LAUNDRY/DRY CLEANING

Laundry Attendant  
Valet Attendant

### RESERVATIONS

Supervisor  
Agent

### BUTLER

Butler

### HOUSEKEEPING

Floor Supervisor  
Public Area Supervisor  
Rooms Control  
Public Area Cleaner  
Floor Attendant  
Room Attendant  
Turndown Attendant  
Uniform Att./Seamstress  
Linen Attendant

### NIGHT AUDIT

Night Auditor

### SECURITY

Officer

### CONCIERGE

Concierge

### PBX

Supervisor  
Operator

### TRANSPORTATION

Supervisor  
Valet Cashier  
Valet Parking Attendant  
Driver

## FOOD & BEVERAGE

### BANQUET

Manager  
Supervisor  
Server  
Bartender

### CATERING

Director  
Secretary

### F&B CASHIER

Cashier

### SPECIALTY RESTAURANT

Manager/Maitre d'  
Host Person  
Captain  
Buspersion  
Server

### BAR

Manager  
Bartender  
Beverage Server  
Barback

### CONFERENCE SERVICES

Manager/Assistant  
Supervisor  
Houseman

### MINI BAR

Attendant

### ROOM SERVICE

Manager  
Supervisor  
Order Taker/Cashier  
Server  
Buspersion

### STEWARDESS

Executive Steward  
Shift Supervisor  
Steward  
Night Cleaner

### BUFFET RESTAURANT

Manager  
Server  
Buspersion  
Host Person

### CULINARY

Executive/Sous Chef  
Butcher  
Cook  
Buffet Attendant

### SNACK BAR

Attendant  
Cook

### THREE MEAL RESTAURANT

Manager  
Host Person  
Server  
Buspersion

### EMPLOYEE CAFETERIA

Line Server  
Cook  
Warewasher

## OTHER

### ACCOUNTING

General Cashier  
Income Auditor  
Accounts Payable Clerk  
Payroll Clerk  
Accounts Receivable Clerk

### ENGINEERING

Manager  
Secretary/Dispatcher  
Engineer  
Utilities  
Vehicle Maintenance  
Storeroom Clerk

### GROUNDSS

Grounds Person  
Greenskeeper

### SALES & MARKETING

Director of Sales & Marketing  
Sales Manager  
Sales Assistant

### ACTIVITIES

Attendant

### FITNESS CENTER

Supervisor  
Attendant  
Personal Trainer/Instructor

### HUMAN RESOURCES

Manager  
Assistant Manager  
Administrative Assistant

### SPA

Supervisor  
Reservations Agent  
Receptionist  
Attendant  
Retail Sales Clerk  
Hair Technician  
Massage Therapist  
Nail Technician  
Skin Care Esthetician

### ADMINISTRATION

Secretary

### GIFT SHOP

Sales/Cashier

### POOL/BEACH

Pool/Beach Attendant

### PURCHASING/RECEIVING

Purchasing Agent  
F&B Cost Controller  
Storeroom Supervisor  
Storeroom Clerk  
Receiving Clerk

### ALL STAFF

All Staff  
All Managers/Supervisors

### BUSINESS CENTER

Agent

### TENNIS SHOP

Pro Shop Attendant

## CASINO

### CAGE/CREDIT

Pit Clerk  
Check Bank Cashier  
Chip Bank Cashier  
Window Bank Cashier  
Main Bank Cashier  
Poker Bank Cashier  
Employee Window Bank  
Cashier

### KENO

Shift Supervisor  
Writer  
Runner  
Third Person

### RACE & SPORTS BOOK

Supervisor  
Writer  
Terminal Operator  
Cashier

### SOFT COUNT

Supervisor  
Attendant

### HARD COUNT

Supervisor  
Attendant

### PLAYER'S CLUB

Representative

### POKER

Shift Supervisor  
Dealer  
Floor Person

### SLOT OPERATIONS

Technician Supervisor  
Shift Supervisor  
Technician  
Floor Person  
Host Person  
Change/Cashier

### TABLE GAMES

Baccarat Dealer  
Roulette Dealer  
Blackjack Dealer  
Craps Dealer  
Big Six Dealer

### CASINO SECURITY

Officer