



## Job description

Mayfair Casino Ltd Operates London's friendliest casino. We acquired our first casino, Horizons in Leicester Square in 2018; Horizons was the original casino in Leicester Square, and has operated there for over 30 years. We continually seek to deliver and improve upon our guests' experience; along with looking after our team!

We have amazing opportunities for **experienced Casino Dealers** to join our great team at Horizons in Leicester Square.

### MAIN DUTIES:

To be a successful candidate with us you will be technically competent in dealing all games within the casino. You will need to carry out all Gaming operations, including table administration, opening and closing procedures. You will be comfortable with soft count operations to the required standard and in line with Gambling Commission Regulations, Licence Conditions and Codes of Practice (LCCP).

Your main duties will include:

Ensuring all bets are paid quickly and accurately.

To have a sound and up to date knowledge of the "Social Responsibility" training programme.

To have a confident knowledge of the Money Laundering Regulations.

To give clear and confident commentary throughout all games and maintain the required level of table security and ensure that any problems are brought to the attention of the table supervisor.

To actively seek and take advantage of opportunities for personal development within the business

### **CUSTOMER CARE:**

Our expectation is for you to adopt a pleasant, cheerful, professional and positive manner with all customers, anticipating their needs and handling customer complaints in a calm, professional and non-confrontational way; and to understand when to accelerate if necessary.

To be able to maintain a balance between customer focus, attention and the appropriate pace of the game.

### **IN RETURN:**

We offer competitive compensation, along with a strong emphasis on work life balance which includes a **4-day working week on a fixed rota**, this will include nights and weekend shifts.

#### Benefits:

- 24/7 online GP consultations and prescription service
- Refer a friend £250
- Access to EAP Scheme
- Access to Mental Health First Aiders
- Two weeks company sick pay after 1 year's service
- Access to Retail/hospitality discounts
- Cycle to work scheme
- 4 days per week shift pattern
- Employee of the Month Awards
- Employee of the Year Award
- Snacks and refreshments on Duty
- 50% off selected menu options
- Online **paid** training
- Immediate access to Tip pool

Please send CV's to **[clittle@horizonscasino.com](mailto:clittle@horizonscasino.com)**