

Prepared by  
Sergio Porcasi

Authorized by  
Emilio La Scala

For use on  
Cruise Fleet

Original File  
Apr 07 2010

Last Revision  
July 31, 2011

Revision No  
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<b>POSITION NO.</b>	<b>50614</b>
<b>Title</b>	<b>CASINO HEAD CASHIER</b>
<b>Department</b>	Casino-Hotel
<b>Main Function</b>	Supervises and coordinates the activities of the Casino cashing function and the employees engaged in providing courteous and professional service to guests.
<i>Reports to</i>	Assistant Casino Manager
<i>Subordinates</i>	Cashiers
<i>Replacement</i>	Cashier
<i>Uniform</i>	As per SP Manual Uniform
<b>Documents &amp; Certificates</b>	
<i>Minimum Education Standard</i>	High school graduate
<i>BST &amp; Certificates</i>	<ul style="list-style-type: none"> <li>Basic Safety Training (BST) and all other certification and documentation in force at the time of engagement compliant with the flag state requirements of the vessel.</li> </ul>
<i>Passports, Visas</i>	<ul style="list-style-type: none"> <li>Passports, visas, permits as specified by the company and as required for exit from the port of origin and entry into the destination cruising area.</li> </ul>
<i>Health</i>	<ul style="list-style-type: none"> <li>Validated current documentation certifying the health and fitness of the applicant meets fundamental requirements of seagoing personnel on basis of assigned office and verifying all sanitary precautions have been taken against diseases that may be endemic to the cruising area.</li> </ul>
<i>Language Skills</i>	<ol style="list-style-type: none"> <li>Ability to speak English clearly, distinctly and cordially with guests.</li> <li>Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.</li> <li>Ability to speak additional languages such as Italian, Spanish, French or German preferred.</li> </ol>
<b>Qualifications</b>	<ol style="list-style-type: none"> <li>One to two years supervisory cash handling experience in a customer contact position within the casino, or related industry.</li> <li>Proven customer service skills to interact appropriately with guests in a considerate, professional and positive manner by showing concern and listening actively.</li> <li>Ability to communicate tactfully with guests, department heads and shipboard employees to resolve problems and negotiate resolutions.</li> <li>Ability to count chips and paper currency quickly and accurately.</li> <li>Ability to operate coin counters, chip mechanism, 10 key adding machine and related equipment.</li> <li>Ability to perform basic math functions with regard to counting chips, cash, coins, and preparing reconciliation reports.</li> <li>Ability to learn and utilize knowledge of policies and practices involved in the human resources function.</li> <li>Ability to supervise an international team of cashiers in a positive and productive manner by motivating, developing and managing employees as they work.</li> <li>Ability to utilize and administer the disciplinary action process through coaching and counseling to improve performance or recommend termination of employment. Thorough working knowledge of computers, internet access, and the ability to navigate within a variety software packages such as Excel, and Word.</li> <li>Completion of high school or basic education equivalency preferred. "Recognize and possess the ability to count coins and paper currency in US Dollars quickly and accurately".</li> </ol>

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### Internal Candidate Requirement

In addition to the stated hiring requirements, internal candidates are required to fulfill the following: Completion of two or more Cashier contracts with a performance rating of satisfactory or above along with demonstrated leadership skills.

### Physical Requirements

- While performing the duties of this job, you may be regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell.
- You must occasionally lift and/or move up to 25 Kg.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- You must be physically able to participate in emergency life saving procedures and drills.
- Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats.
- If working in any Guest area (or where Guests may see you), you are not permitted to display any tattoos on any exposed part of your body when wearing uniform (summer or winter).

### Safety & Discipline

**You are required to:**

1. Know, understand, and implement the Mission Statement of MSC Cruises.
2. Read, understand and comply with the Crew regulations and all requirements relating to your position.
3. Wear your prescribed uniform and name badge at all times, on and off duty.
4. Take part as required in all emergency drills and understand your emergency duties.

### Responsibilities

*Courteous manner*

**Essential Duties And Responsibilities**

All duties and responsibilities are to be performed in accordance with MSC standards, environmental, and safety policies.

*Cashiering employees*

1. In accordance with MSC philosophy of each employee conducts oneself in a professional and courteous manner at all times including all interactions with guests or fellow crewmembers and/or in the presence of guest contact and crew areas.

*MSC standards*

2. Trains and monitors cashiering employees for proper service according to MSC standards. Provides on-the-job training to strengthen their current performance and preparation for possible advancement to promotional positions. Conducts performance appraisals according to established procedures at predetermined intervals. Notifies Casino management regarding work schedules and time records.

*Ensure procedures*

3. Supervises staff to ensure speed and accuracy of cashiering services in accordance with MSC standards. Under time constraints or staff shortages, assists employees or performs cashiering duties.

*Maintains security*

4. Ensures established procedures to maintain, balance and reconcile, assigned cage assets (cash drawer) are followed by cashier employees. Supervises the preparation of the daily summaries by counting, reading and recording totals of cash, coins, traveler's checks and ship's credit. Prepares daily summaries by counting, reading and recording totals of cash, coins, traveler's checks and ship's credit. Reconciles cage assets daily; prepares transaction summaries to balance accounts; prepares reports for each voyage. Prepares manual and computerized reports of daily transactions including transaction summaries to balance and reconcile reports for each voyage.

*Supplies and equipment*

5. Maintains vault and cage key security. Maintains an awareness of the guests to avoid possible security violations. Notifies management and/or security of suspicious behavior.

*Monetary services*

6. Maintains necessary supplies and ensures all equipment is working order.

7. Verifies and/or prepares various types of monetary services such as chip exchanges, cash, checks, credit and other monetary notes. Obtains credit authorization for charge purchases over cage limit following established procedures.

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*General information*

8. Answers inquiries pertaining to Casino services and general information. Responds to guest complaints in a considerate, professional and positive manner by showing concern and listening actively. Takes ownership of guest concerns, by following-up and ensuring complaints are resolved to the guest's satisfaction.

*Authorization forms and tokens*

9. Prepares written authorization forms and provides tokens to Slot Technician to fill slot machines, slot payouts, change machines tokens.

*Count activities*

10. Participates in casino count by totaling and verifying monetary values. Provides necessary supplies for count activities.

*Work-related activities*

11. Attends meetings, training activities, courses and all other work-related activities as required.  
  
12. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job related duties assigned by their supervisor or management.

**Governing Status**

<i>Status</i>	Staff
<i>Accommodation</i>	Staff Cabin – Shared use
<i>Assigned Mess</i>	Staff Mess