

List of Generic Standards of Performance Manuals

ROOMS

- BELL / DOOR
 - Bell Captain
 - Bell Person
 - Door Person
 - Driver
 - Guest Service Agent
- BUTLER
 - Butler
- CONCIERGE
 - Concierge
- FRONT DESK
 - Supervisor
 - Agent
- HOUSEKEEPING
 - Floor Supervisor
 - Floor Attendant
 - Public Area Supervisor
 - Public Area Cleaner
 - Room Attendant
 - Rooms Control
 - Turndown Attendant
 - Uniform Att/ Seamstress
 - Linen Attendant
- LAUNDRY / DRY CLEANING
 - Laundry Attendant
 - Valet Attendant
- NIGHT AUDITOR
 - Night Auditor
- PBX
 - Supervisor
 - Operator
- RESERVATIONS
 - Supervisor
 - Agent
- SECURITY
 - Officer
- TRANSPORTATION
 - Driver
 - Supervisor
 - Valet Cashier
 - Valet Parking Attendant

FOOD & BEVERAGE

- BANQUET
 - Manager
 - Supervisor
 - Server
 - Bartender
- BAR
 - Manager
 - Bartender
 - Beverage Server
 - Barback
- BUFFET RESTAURANT
 - Manager
 - Server
 - Buspersion
 - Host Person
- CATERING
 - Director
 - Secretary
- CULINARY
 - Executive/Sous Chef
 - Butcher
 - Cook
 - Buffet Attendant
- EMPLOYEE CAFETERIA
 - Line Server
 - Cook
 - Warewasher
- CONFERENCE SERVICES
 - Houseman
 - Manager - Assistant
 - Supervisor
- F&B CASHIER
 - Cashier
- MINI BAR
 - Attendant
- ROOM SERVICE
 - Manager
 - Supervisor
 - Order Taker/Cashier
 - Server
 - Buspersion
- SNACK BAR
 - Attendant
 - Cook
- SPECIALTY RESTAURANT
 - Manager/Maitre d'
 - Host Person
 - Captain
 - Server
 - Buspersion
- STEWARDING
 - Executive Steward
 - Shift Supervisor
 - Steward
 - Night Cleaner
- THREE MEAL RESTAURANT
 - Manager
 - Host Person
 - Server
 - Buspersion

List of Generic Standards of Performance Manuals

CASINO

- CAGE/CREDIT
 - Pit Clerk
 - Check Bank Cashier
 - Chip Bank Cashier
 - Window Bank Cashier
 - Main Bank Cashier
 - Poker Bank Cashier
 - Employee Window Bank Cashier
- CASINO SECURITY
 - Officer
- HARD COUNT
 - Supervisor
 - Attendant
- KENO
 - Shift Supervisor
 - Writer
 - Runner
 - Third Person
- PLAYER'S CLUB
 - Representative
- POKER
 - Shift Supervisor
 - Dealer
 - Floor Person
- RACE & SPORTSBOOK
 - Supervisor
 - Writer
 - Terminal Operator
 - Cashier
- SLOT OPERATIONS
 - Technical Supervisor
 - Shift Supervisor
 - Technician
 - Floor Person
 - Host Person
 - Change/Cashier
- SOFT COUNT
 - Supervisor
 - Attendant
- TABLE GAMES
 - Baccarat Dealer
 - Big Six Dealer
 - Blackjack Dealer

OTHER

- ACCOUNTING
 - General Cashier
 - Income Auditor
 - Accounts Payable Clerk
 - Payroll Clerk
 - Accounts Receivable Clerk
- ACTIVITIES
 - Attendant
- ADMINISTRATION
 - Secretary
- ALL STAFF
 - All Staff
 - All Managers/Supervisors
- BUSINESS CENTER
 - Agent
- ENGINEERING
 - Engineer
 - Manager
 - Painter
 - Secretary/Dispatcher
 - Storeroom Clerk
 - Utilities
 - Vehicle Maintenance
- FITNESS CENTER
 - Fitness Attendant
 - Fitness Center Supervisor
 - Personal Trainer/Instructor
- GOLF OPERATIONS
 - Golf Attendant
 - Golf Attendant Captain
 - Marshall/Starter
 - Pro Shop Attendant
- GROUNDS
 - Grounds Person
- HUMAN RESOURCES
 - Administrative Assistant
 - Assistant Manager
 - Manager
- KIDS CLUB
 - Kids Club Attendant
- POOL/BEACH
 - Pool/Beach Attendant
- PURCHASING & RECEIVING
 - F&B Cost Controller
 - Purchasing Agent
 - Receiving Clerk
 - Storeroom Clerk
 - Storeroom Supervisor
- TENNIS SHOP
 - Tennis Pro Shop Attendant
- SALES & MARKETING
 - Director of Sales
 - Sales Assistant
 - Sales Manager
- SPA
 - Hair Technician
 - Massage Therapist
 - Nail Technician
 - Reservations Agent
 - Skin Care Esthetician
 - Spa Attendant
 - Spa Receptionist
 - Spa Retail Sales Clerk
 - Spa Supervisor