

# List of Generic Standards of Performance Manuals

## ROOMS

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- 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

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- 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

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## CASINO

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- 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

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- 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
- RETAIL
  - Clerk
  - Admin Clerk
  - Manager
  - Warehouse Receiver