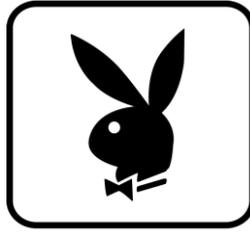


CAESARS ENTERTAINMENT UK



PLAYBOY CLUB
LONDON

JOB DESCRIPTION

JOB TITLE:	“Bunny Valet” Floor Server
REPORTING TO:	Head Bunny / Head of Food and Beverage
LOCATION:	The Playboy Club, London, but the job holder may be called upon to perform duties at any of the company’s other clubs or locations as required.
HOURS:	This position requires working evenings, weekends, and shifts over a 24/7 trading week and holiday periods so individuals will need to be flexible in their scheduling.

MAIN FUNCTIONS OF THE JOB:

To provide all visitors and members with the highest level of customer service to ensure that a unique guest experience is achieved at all times.

Through training and development be able to take on multiple roles throughout the Club as and when required by management.

Note: In addition to the duties and responsibilities listed the jobholder is required to perform such other appropriate duties as may be assigned by management from time to time. The jobholder may also be called upon to perform duties at any of the Company’s other clubs or locations in the surrounding area as required.

In the Playboy Club a Bunny Valet will act as hostess and entertainer whilst providing a courteous, professional, prompt food and beverage service to customers at all times. The Bunny Valet is responsible for creating and maintaining a friendly, fun and entertaining atmosphere for the guests.

The Bunny Valet spends her time on the floor serving customers as well as ensuring that every customer is being well cared for. There is an extensive amount of customer relations involved, therefore, this position requires individuals who are naturally people-oriented. The Bunny Valet will also need to have a positive, upbeat attitude, have a friendly personality and a high degree of energy and creativity.

General duties include greeting guests, taking drink orders, keeping track of customer orders, and ensuring customer comfort. Key strategies for performing well in this position include, quickly learning and remembering guest names and preferred drinks and making sure customers are always greeted by name on subsequent visits. This position requires excellent communication and customer service skills.

The Bunny Valet is also an important ambassador to the Club. She should be able to answer questions and direct customers to the variety of games and services the club offers.

Bunny Valets should have excellent communication skills as they may need to handle challenging customer situations. They should be able to engage in friendly and appropriate conversation with customers while maintaining a lively atmosphere.

Bunny roles are also ambassadors of the Playboy brand. They may be called on, as part of their normal duties, to represent the brand in a variety of ways including:

- Interacting with the Press in an official capacity
- Offsite events
- Photo shoots
- Marketing events
- Corporate Hospitality Events

JOB ROLE REQUIREMENTS OF ALL BUNNY ROLES (F & B department):

- Provide a unique Playboy guest experience at all times by delivering the highest possible customer service standards.
- When applicable, follow the requirement to wear a full and complete branded uniform and ensure that in doing so care of uniforms is achieved to ensure that they remain in excellent condition and do not compromise the brand value or visual impact. High heeled shoes form an integral part of the branded uniform.

Note Uniforms are not to be removed from the premises and must not be worn off the premises at anytime, including breaks, without prior express permission or request from management.

- Maintain and reflect the brand values at all times.
- When on duty take on an “entertainment role” to ensure that the brand is promoted in a positive way through your interactions and communications with guests and visitors to provide a unique and memorable guest experience. In doing so take every opportunity to interact with guest and where required or appropriate seek out clarification of guest expectations or information needs to ensure guest is assisted and acknowledged at all times.
- Ensure that you adhere to all required service and entertainment standards at all times to include, but not limited to, excellent standards of service, posture, verbal interactions and standard greetings.
- Achieve the highest possible standards of personal grooming to achieve a consistent and unique image to all guests and visitors. Please refer to the Grooming Standards in the Bunny Manual.

SPECIFIC JOB ROLE DUTIES:

If in a Valet/Food and Beverage Host or Service Role

- To take drinks and food orders from customers and collect ordered items from stillroom or bar as appropriate.
- To comply strictly with accounting and control procedures and till operation procedures.
- To regularly monitor the condition of tables. Carry out clearing and cleaning duties when required.
- To remove dirty crockery, glassware etc. from the work station as soon as possible.
- To observe health, safety and hygiene regulations.
- To report all complaints immediately to a supervisor.
- To comply strictly with Company issued liquor licensing guidelines and policy pertaining to service of alcohol.

- To stock and prepare bar for service ensuring that all mis en place is completed and that all bar products are in adequate supply, correctly stored and displayed and that strict stock rotation is enforced.
- To maintain adequate stocks of liquor, and glassware and to ensure that the company accounting control procedures are strictly complied with.
- To maintain a high standard of cleanliness for all equipment, before, during and after service.
- To comply with all procedures as laid down by the Company.
- To always keep a check on the drink requirements of any customers who may be sitting in the lounge areas.
- To carry out other duties as requested by the head bartender or management.
- To help out and serve food in the Bistro when required or as directed by a supervisor.
- To cover the Main Bar on a day shift and to cover in the bar as and when required by the F & B Manager, senior F & B team members or casino management.
- To regularly attend staff meetings and staff training events as and when required.

ESSENTIAL SKILLS:

- Extensive knowledge of world wines and Champagnes.
- Outstanding customer service skills.
- Exceptional interpersonal skills and able to maintain a positive, appropriate relationship with all guests.
- Methodical and attentive to detail.
- Ability to promote all areas of the Club and understand departmental specific operations and services in order to explain and guide the guest during their visit.
- Previous experience in a customer service environment.
- To be a team player.
- Able to communicate in clear and concise English.
- A high level of personal integrity.
- A strong work ethic with a passion for exceeding expectations.
- Show respect and appreciation to all.
- Encourage and contribute toward a culture that supports everyone to be the best that they can be.

DESIRABLE SKILLS:

- Previous experience in an entertainment or hospitality role.
- Previous experience in the modelling industry.
- Previous experience in the theatrical industry.
- Previous experience in Gaming industry.

Please be aware that if you are wearing a branded Uniform you will not be permitted to leave the building during your shift or during short breaks.