

January 20, 2012



## LAGUNA DEVELOPMENT CORPORATION

Interstate 40 @ Exit 140  
14500 Central Ave., S.W.  
Albuquerque, NM 87121

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(505) 352-7901 (Fax)



Current openings for the RT66 Casino, RT66 Hotel, Food & Beverage and RT66 Travel Center. The following is a brief description of each position for which LDC is seeking applicants. To apply in person, come by LDC, I-40 Exit 108, Casa Blanca, NM or the HR office located at, I-40 Exit 140 (RT66 Casino). Phone No. 505-352-7900. Resumes may be faxed to 505-352-7901 or email to [careers@poldc.com](mailto:careers@poldc.com).

### Internal/External Postings

#### **Food & Beverage**

##### *Executive Chef*

Under the supervision of the Chief of Food & Beverage, the incumbent will provide friendly and courteous customer service for all Laguna Development Corporation entities.

##### *Chef de Cuisine*

Under general supervision of the Executive Chef, the incumbent is responsible for the quality assurance of all finished products of the venue and the supervision of all food productions ensuring all Laguna Development Corporation specifications and standards are satisfied.

##### *Night Club Cocktail Server*

This position will report to the Night Club Supervisor for scheduling and time keeping purposes and will report to the Beverage/Entertainment Manager for choreography techniques and maintaining a professional attractive appearance in compliance with dress code and grooming expectations. The successful candidate will be responsible for providing friendly, courteous, and enthusiastic customer service in support of the Night Club and the F & B Department.

##### *Night Club Lead Bartender*

Under general supervision of the Night Club Supervisor performs activities in support of the Night Club, Beverage Service, and within the casino operations. Responsible for providing excellent customer service and establish guest perception of beverage service as that of exceptional hospitality and friendliness. Prepares and pours drinks for customers and cocktail servers. Ensure that the bars are ready to open and close at the scheduled times. Assist management with ordering of bar supplies and inventories.

##### *Night Club Bartender*

Under general supervision of the Night Club Supervisor performs activities in support of the Night Club, Beverage Service, and within the casino operations. Responsible for providing friendly, excellent service to every customer that approaches the bar. Prepares and pours drinks for customers and cocktail servers. Ensure accuracy on all sale transactions with guest. Serve cocktail in the proper amount using a jigger at all times. Keep station clean during shift and all items, as assigned, fully stocked.

##### *Night Club Host*

Under the general supervision of the Night Club Supervisor, the incumbent attends to Club patrons by greeting, directing and assisting them when asked. Helps control traffic to ensure that we are in compliance with capacity and fire codes. Also assists casino security with ID verification, collection of cover charge, and enforcement of dress code.

***Beverage Server***

Under general supervision of the Assistant Beverage Manager, performs activities in support of the large beverage areas within the casino.

***Bartender (On-Call)***

Under direct supervision of the Beverage Manager incumbent will perform activities in support of the Poker Room Bar/Legends Theater within the casino operations. Responsible for providing friendly, excellent service to every customer that approaches the bar. Prepares and pours drinks for customers and cocktail servers.

***Barback (Open 12/28/11 until filled)***

Under general supervision of the Beverage Supervisor this incumbent performs activities in support of the 360 Center Bar. Cleans and stocks areas around the beverage delivery areas.

***Johnny Rockets Cook***

Under general supervision of the Johnny Rockets Supervisor, the incumbent will assist in the preparation of menus, food set-up, service and line cooking. The incumbent will also perform activities in support of the F&B Department.

***Johnny Rockets Fountain Dish Runner (FDR)***

Under the general supervision of the Johnny Rockets Supervisor, the incumbent independently performs a variety of duties and ensures a safe and efficient operation. To implement and carry out our mission statement and Core Values to all employees.

***Johnny Rockets Food Server***

Under the general supervision of the Johnny Rockets Supervisor, the incumbent attends to restaurant patrons by greeting, receiving customer beverage, and food orders, relays food orders to the kitchen and delivers completed orders to patrons while assisting patrons with all their dining needs and questions.

***QSR Manager***

Under the direct supervision of the Franchise Operation Manager, the incumbent manager directs and/or performs activities designed to provide a clean, safe food and beverage area for patrons and employees. This position will be located at the Dairy Queen Restaurant inside the Rt. 66 Casino Travel Center.

***Dairy Queen Cashier /Food Prep***

Under the supervision of the Dairy Queen Shift Manager, the incumbent independently performs a variety of duties in the food and beverage area to meet the profitable needs of the Franchisee by properly merchandising a high quality, consistent product to meet the retail customers' needs. Incumbent will also be responsible to ensure a safe and efficient operation.

***Banquet Manager***

Under the supervision of the Director of F&B Casino Operations, the incumbent is responsible for ensuring maximum guest service and satisfaction. The Banquet Manager is responsible for orchestrating production of quality food providing Laguna Development Corporation's (LDC) standard of excellence in all phases of banquet service in full accordance with all operational policies & procedures and gaming regulations.

***Thunder Road Food Server***

Under the supervision of the Thunder Road Dining Room Supervisor, attends to restaurant patrons by greeting, receiving beverage and food orders, relays food orders to the kitchen and delivers completed orders to patrons. Assist patrons with all their dining needs. This position will be located at the Route 66 Casino.

***Thunder Road Busser***

Under the supervision of the Dining Room Supervisor incumbent will provide fast, friendly and courteous customer service.

***Thunder Road Host***

Under the supervision of the Thunder Road Dining Room Supervisor. Attends to restaurant patrons by greeting, taking, receiving beverage, and food orders, relays food orders to the kitchen and delivers completed orders to patrons. Assists patrons with all their dining needs. This position will be located at the Route 66 Casino.

***Thunder Road Utility***

Under the direct supervision of the Kitchen Supervisor, cleans and sanitizes pots, pans, utensils, and other service ware. Sets up, operates and cleans, dish machine or related equipment.

***Buffet 66 Cook (Open 12/29/11 until filled)***

Under general supervision of the Kitchen Supervisor or the Lead Cook, the incumbent will assist in the preparation of menus, food set-up, service and line cooking. The incumbent will also perform activities in support of the F&B Department at the Route 66 Casino Hotel.

***Buffet 66 Prep Cook (Open 12/29/11 until filled)***

Under general supervision of the Kitchen Supervisor, performs activities in support of the food preparation activities for Buffet 66.

***Buffet 66 Busser (Open 12/29/11 until filled)***

Under the supervision of the Dining Room Supervisor, incumbent will provide fast, friendly and courteous customer service.

***Main Street Food Server (Open 12/28/11 until filled)***

Under the supervision of the Main Street Dining Room Supervisor, the incumbent attends to restaurant patrons by greeting, receiving beverage and food orders, relays food orders to the kitchen and delivers completed orders to patrons. Assist patrons with all their dining needs.

***Production Kitchen Utility***

Under the direct supervision of the Kitchen Supervisor, cleans and sanitizes pots, pans, utensils, and other service ware. Sets up, operates and cleans, dish machine or related equipment.

**Casino**

***Players Club Representative***

Under the direction of the Players Club Lead, provides day-to-day support of the Player Card Center, promotional and special events.

***Players Club Lead (Open 1/18- 1/24/12) Internal Only***

Under the direction of the Player's Club Manager and/or Player's Club Supervisor, assists in the development of a player-tracking system. Issue and print players club cards to new members as well as issue player coupons to players according to policy and guidelines.

***Cage Cashier***

Under direct supervision of the Cage Supervisor/Lead Cashier, the incumbent will fulfill goals and objectives in the Route 66 Casino Hotel. Works at all times to ensure a consistent and professional corporate image.

***Part Time Table Games Dealer***

Under direct supervision from the Floor Supervisor and while working with management to fulfill the goals and objectives of the Table Games Department. Accurately deals the game of Black Jack, Craps and or Roulette. Provides outstanding customer service. Maintains awareness of game situations and players at all time.

***Casino Host (Open 12/16/11 until filled)***

Under the direction of the Player Development Manager, provides guest service and special accommodations to our top players. Focus most efforts on the Premier and Elite status card holders by providing service on the floor, and setting up special events and tournament to this elite group of players. Responsible for the development of new and existing customers, and the recruitment, retention, and reactivation of players through marketing strategies, direct mail, promotions, and delivering high service standards. Work closely with the marketing department to help coordinate and work special player functions. Work with the High-end players providing special limo services and the highest in customer service.

***Drop Count Team Member***

Under the supervision of the Drop/Count Team Supervisor/Lead the incumbent performs activities in support of the drop & count operations.

***Slot Host***

Under the supervision of the Slot Supervisor, under limited supervision, this individual will work with management to fulfill goals and objectives in the Slot Department. Works to ensure a consistent and professional corporate image.

***Bingo Caller***

Perform assigned duties by the Bingo Management working directly with the bingo customers and employees. Call bingo numbers and promoting sales from the caller's console on stage. Ensure that the bingo session always starts on-time and all the games are called consistent with either the timer or manager's directions. Ability for staying alert and visually scanning the entire audience, always on the alert for possible bingos. Ensure all signage is accurate this includes all progressive and verify all bingo winnings.

***Bingo Floor Agent***

Perform assigned duties by the Bingo Management working with bingo customers and employees. Balance all papers and money collected in a timely manner with the paymaster. Ability to explain various bingo games to customers, as well as keep track of up to twelve different papers in an apron and the amount each on sells for. Speak over microphones clearly and distinctly. Verify bingos and assist customers in stopping the caller within the allotted time frame. Report equipment failure/problems to designated supervisor and handle guest questions and playing needs efficiently, deferring disputes/conflicts to the supervisor. Promote and practice safe workplace practices, as outlined in safety and procedural trainings. Cleaning and resetting the bingo hall at the end of shift.

***Security Officer I***

Under general supervision the security officer will provide site and physical protection for all Gaming, Retail, Hotel, and Food & Beverage department personnel and assets within the exterior boundaries of the Route 66 Casino Hotel properties. This includes the Casino Xpress, Route 66 Travel Center, and Pit Stop venues. The basic scope of responsibilities will include theft, vandalism, fire and illegal entry utilizing proper procedures as determined by the Security Manager and or the Director of Risk Management.

***Database Marketing Manager(Open 1/9/12 until filled)***

Under the direction of the Chief of Sales & Marketing this position is responsible for assisting in the planning and development of strategies and tactics with the implementation of database and direct mail marketing programs for Route 66 Casino Hotel and Dancing Eagle Casino. Provides reporting and analysis of direct mail, players club, slots & tables promotions along with special events. The successful person in this position will rely on exceptional database mining and analytical skills, is a vital employee to the organization's success in driving revenue, creating customer trial and generating customer loyalty. Work with company senior management in designing programs and promotions to support company profitability objectives.

***Slots Lead Technician (Open 1/8/12 until filled)***

Under limited supervision of the Slot Tech Supervisor, the Slot Lead Technician will work with management to fulfill goals and objectives and to ensure a consistent and professional image in the Slot Department.

***Slot Technician (Open 1/8/12 until filled)***

Under general supervision of the Slot Lead Tech, the Slot Technician will work with the Lead Technician to maintain the upkeep of slot machines and to fulfill the goals and objectives to ensure a consistent and professional image in the Slot Department. This position will be located at the Route 66 Casino.

***Maintenance Manager***

Under the supervision of the Chief of Facilities, this incumbent is responsible for overall operation/administration of the LDC facilities and/or maintenance activities in accordance with management directives, policies and procedures. Supervise and support personnel as assigned.

**Retail**

***Retail Clerk***

Under the direct supervision of the Retail Manager, the incumbent will independently perform a variety of duties in the C-Store and in the food area, by properly merchandising a high quality, consistent product to meet the retail customers' needs. Incumbent will ensure a safe, clean and efficient operation.

***Gift Shop Clerk***

Under the supervision of the Casino Gift Shop Manager, the incumbent is responsible for all day to day sales at the Route 66 Casino Gift Shop.

**Administration**

***IT Help Desk Technician (Open 12/16/11 until filled)***

The Information Technology (I.T.) Help Desk Technician will report directly to I.T. Manager. Incumbent acts as the liaison between customers and technical escalation staff members. I.T. Help Desk responds to end user support requests, logs detailed trouble tickets in tracking system, and assists or escalates reported problems to relevant I.T. staff members. I.T. Help Desk is responsible for maintaining I.T. inventory and equipment. Provides assistance to all technology related projects, responds to I.T. related inquiries, and provides solutions to technical problems or inadequacies

***Revenue Audit Supervisor (Open 01/19/12 until filled)***

To ensure that all controls, policies, and procedures for accountability are in place and followed in order to safeguard and accurately report company financial data. This individual will report directly to the Operations Controller.

**Hotel**

***Laundry Lead(Open 12/28/12 until filled)***

Under the direction of the Housekeeping Manager and Laundry Supervisor, the Laundry Lead is responsible for achieving and maintaining a successful laundry operation. Daily responsibilities include, but are not limited to, processing all soiled linens, including washing, drying and folding sheets, towels and other hotel linens as well as transporting linen to approved storage areas. The Laundry Leads primary responsibility is to assist the Laundry Supervisor by ensuring that an exceptional level of quality and cleanliness is achieved within the department and maintained in all areas while ensuring efficiency, first class service and accommodations. Work to achieve exceptional guest service as the minimum standard. All functions will be performed within the guidelines of the Laguna Development Corporation's (LDC) policies and procedures, internal controls and objectives.

***Central Service Representative***

Under the direction of the Central Services Manager and Central Service Lead, the Central Services Representative personally handles all aspects of hotel room reservations and providing efficient telephone service at all times while ensuring efficiency, first class services and accommodations. The Central Service Representative welcomes the guests and offers a variety of services to accommodate the guests including, but not limited to, coordinating all hotel room reservations and answering and transferring all incoming telephone calls. The Central Service Representative works to achieve exceptional guest service as the minimum standard. All functions will be performed within the guidelines of the Laguna Development Corporation's (LDC) policies and procedures, internal controls and objectives.

***Custodian***

Under the direction of Custodial Supervisor performs the duties necessary to provide a clean working environment. Perform the overall custodial functions and cleanliness of the casino and related facilities, including heavy cleaning, in accordance with the management directives.

While performing the duties of most of these positions, employees are regularly required to stand for long periods of time on their feet, walk, use hands, handle or feel; reach with hands and arms; and stoop, kneel, crouch or crawl. These positions also require exposure to second hand smoke, dust or fumes, and illness such as influenza, dust, odors and elevated noise levels. The employee is occasionally required to climb or balance and talk or hear. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Adequate vision is required on most positions. Employees must be able to work flexible or odd hour work schedules, including evening, weekends, and holidays as needed. Laguna Development Corporation has established a minimum educational requirement for all positions of a High School Diploma or a GED. Laguna Development Corporation provides a Drug Free Work Environment. As a result all job offers are contingent upon taking and passing a drug and alcohol screen. Supervisors and managers will be on-call to provide needed coverage and must have a contact cell phone number.