

# Equal Opportunity

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## Live the Good Life

### Explore Careers At Luxurious Hotels And Resorts

#### **The Venetian**

The Venetian Resort Hotel Casino is the crown jewel of the Las Vegas, NV, Strip. It has 19 acclaimed restaurants, the Guggenheim Hermitage Museum, Canyon Ranch SpaClub, The Grand Canal Shoppes, and indoor and outdoor gondola rides. Part of The Venetian's mission is its commitment to a rewarding, exceptional work environment that fosters excellence in team members who embrace the challenges and demands of the organization. The Venetian also offers several benefits unmatched on the Las Vegas Strip, including subsidized onsite child care, 24-hour concierge services for team members, a free wellness center open 24 hours a day, free generic prescriptions, and no cost medical/dental/vision. Services provided for employees include dry cleaning, prescription fulfillment, postage stamps, notary, greeting cards, one free meal during shifts, and educational assistance.

The Venetian philosophy is that to attract the best they need to offer the best. To make employees feel good about their work environment, The Venetian offers many ways of maintaining employee satisfaction and commitment. The hotel offers regular team member satisfaction surveys, weekly "Coffee With The President," feedback sessions with human resources, team member appreciation weeks, and many other events, including a "Team Member Appreciation Day" where for a 24-hour period all team members are provided with food and prizes.

The Venetian offers a variety of training and development programs and when hiring gives first preference to qualified currently employed candidates. Robert Gerst, vice president of human resources, offers this advice for anyone considering applying for a position at The Venetian: "There is no exact formula used when looking at job applicants. A majority of our team members come from different areas of expertise with diverse backgrounds. However, they all have one thing in common—a passion for this business. They want to learn all there is to know about the hotel/casino business and

provide our guests with the best experience possible. If we had to identify one skill that all our team members possess it would be the ability to communicate. It seems simple but I can't stress enough how important it is for our team members to master the art of verbal communication," says Gerst, who also points out that at any given time, The Venetian will have over 400 open positions. The parent company of The Venetian, Las Vegas Sands Corporation, will open two new hotels, The Palazzo in Las Vegas and The Venetian Macao in the special administrative region of the People's Republic of China, in the next two years.

Gerst recommends that college students hone their customer-service skills. When deciding which candidates to interview, Gerst looks at an applicant's past experiences. Applicants who have some experience in customer-service-oriented jobs are at a slight advantage, since the hotel and casino business is all about guest service and people with a customer-service background already know what it takes to make guests happy. He recommends, "If possible, develop your customer-service skills. These skills can be acquired in any type of service job; however, keep in mind The Venetian's level of service is relatively high and will still require training."

The Venetian needs team members with all skills, in all areas. Like any big business, The Venetian requires job applicants with backgrounds in computers, accounting, finance, advertising, or human resources. However, an applicant with a liberal arts degree with a passion for the business is just as valuable. Gerst describes The Venetian's commitment to diversity: "We pride ourselves to maintain a culturally diverse workforce and have created an environment that embraces individuals from all walks of life. Bottom line, we believe that valuing and celebrating diversity will result in respected and creative team members who in turn will ensure a high level of guest and team satisfaction."

To learn more about employment opportunities at The Venetian, visit [www.venetian.com](http://www.venetian.com).