



Casino Players Club Inc.
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CPC Personal Casino Host Getting Started-First Steps!

Welcome to the CPC Team!

It can be daunting while getting started but this guide will help with things to do during your first week.

1. Take time to set up your new CPC email. Set your signature to match the layout throughout CPC. Use Lee Heller's email signature as a guide to set up your own. If you have any questions, please reach out for help. Google has a lot of tools which are available to CPC. Spend some time learning what's available and how you can use it to your advantage.
2. Go through all the information in the CPC Google Drive. There is a lot of information there to know and understand. Take the time now, before you get busy, to learn and ask questions for things you need help with.
3. LEARN, LEARN, LEARN. Having the correct information to work with clients is vital.
4. Review every cruise line and casino resort we work with. You need to know everything we have to offer a customer! Take the time now to learn where we have casino partnerships and have ideas of where they are located and what they offer. Review ships offered by the different cruise lines we work with. Understand the difference between ship classes and difference between cruise lines.
5. Set up your customer email templates in GMAIL using the templates in the Google Drive.
6. Start reaching out to people you know, friends and family to get started. It's easier to get practice navigating the process with friends and family who can be patient while you learn.
7. Review the CPC customer information form and download it to your computer for easy access. You will need this form a lot! Spend some time learning/memorizing the form so you know exactly what to ask potential clients for when approached.

DO NOT HESITATE TO REACH OUT FOR HELP WITH ANYTHING!