

Impressment Attendant



GREAT PEOPLE

PROVIDE REMARKABLE SERVICE

- WHAT WE DO, WE DO WELL
- COMMITMENT IS EVERYTHING
- PAY ATTENTION TO DETAIL
- LISTEN & CONTINUE TO LEARN

EARN TRUST & LOYALTY

- OWN IT, TAKE ACTION, FIND THE FIX
- DO THE RIGHT THING
- SHOW RESPECT AND CONSIDERATION
- WE ARE RESPONSIVE

WORK AS ONE TEAM

- EVERYONE'S JOB MATTERS
- WORK SMART, WORK EFFICIENTLY
- CELEBRATE ACHIEVEMENT
- SUPPORT AND HELP EACH OTHER

IMPROVE OUR COMMUNITIES

- PAY IT FORWARD
- GET INVOLVED
- MAKE A DIFFERENCE



our values

At Niagara Casinos, our values guide everything that we do. We work together as one team to provide remarkable service, earn trust and loyalty by doing the right thing and improve our communities by making a difference.

Overview of the Job

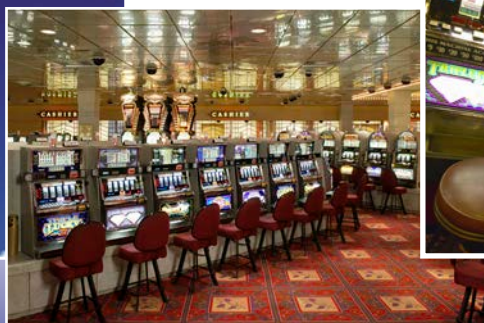
What's involved in an Impressment Attendant's job?

An impressment attendant's job is to transfer money between the "cages" and "banks." The transfers are completed by using trolleys and carts that are pushed and or guided across the gaming floor. The impressment attendant position is unique to casinos; the term impressment means to re-fill. Other areas of the Casino that complete financial transactions to customers such as selling and buying chips, redeeming coupons and vouchers and paying out jackpots need to order money and chips to re-fill or impress their Banks or stations. To do this, they place requests with the main bank; the orders are then filled and delivered by the impressment attendants.

They are responsible for collecting slot cash and ticket buckets for transfer to soft count. The buckets must be reorganized in sequential order in preparation for future cash drops. This procedure is highly regulated requiring a security escort and a tightly run plan. The team must work quickly and efficiently to remove the money and transport it to soft count. They also purge, fill and reconcile cash transactions from various machines (ATM's, automated jackpot machines and ticket redemption kiosks) on the gaming floor. Impressment attendants assist the slot department emptying slot machines for projects and relocation purposes. Impressment attendants provide support to casino cashiers and casino bankers as well as ensure their work areas are clean and well stocked. This role requires individuals who are physically fit, can work quickly and can follow strict instructions, policies and procedures precisely.

Associates in this position do not attend meetings prior to shift start times to keep informed of upcoming events, announcements or changes. Therefore it is important to have a strong sense of accountability to keep yourself up to date on the latest information you need to perform your job. You are expected to review the bulletin boards and access the company intranet for any updates, changes and pertinent information or ask your supervisor if you have any questions.

This position requires the successful candidate to obtain a gaming license from the AGCO. For further details please visit their website at www.agco.on.ca.



The Information Technology

The cage & coin department is a medium sized division in Niagara Casinos. Associates work at both properties in a number of different sub departments and outlets. The department has a chief financial officer, a director of cage & coin, count room managers, credit & cashier managers, cashier shift managers, count room supervisors, cashier supervisors, non-gaming cashier supervisors, soft count attendants, cashiers and bankers.

The Cage Team

The cage team is a sub department of the cage & coin division. The cage team includes the credit & cashier manager, cashier shift managers, cashier supervisors, casino cashiers, casino bankers and impressment attendants. As an impressment attendant, you will report to a cashier supervisor.

According to our impressment attendants, the amount of supervision you can expect is...

"Minimal, however our supervisors are there when you need them by phone."

Locations and Shift Length

Where are some of the locations I will work? What is the length of my shifts?

Impressment attendants are located at both of our properties - Fallsview Casino Resort and Casino Niagara. Impressment attendants are scheduled for 4, 6 or 8 hour shifts depending on status and assignments requiring completion for the day. Full time impressment attendants are scheduled for an 8-hour shift with a set shift and days off each week. Your 8-hour shift includes 2-30 minute breaks.

Niagara Casinos operates 24 hours a day, year-round and impressment attendant coverage is provided at all times. Part time and contract impressment attendants are mostly scheduled for 4-hour shifts beginning at 4am or midnight to cover certain duties and to backfill for vacations, shift vacancies and heavy volume days. Shift start times vary throughout the day at 4am, noon, 8pm and midnight.

It is important to remember that Public holidays such as Thanksgiving, Christmas and New Year's Day are occasions when people typically spend time with their families, however, our business operates on these days and you will be required to work. The requirement to work the early 4am shift with less desirable days off, holidays and weekends will happen for many years. These are facts that you should consider prior to applying for the position.

Training

What type of training will I receive as a new Impressment Attendant?

All new associates serve a 90-day probationary period beginning with your first day of work. The following types of training are provided to orient you to the company and your position.

- **New Hire Orientation:** A comprehensive day of guided training that familiarizes you with Niagara Casinos' policies and procedures, health and safety, regulatory compliance and customer service expectations.
- **Department Orientation:** This training program is 5-6 days long and covers specific information regarding your department's policies, procedures, standards, job expectations and includes a property tour.
- **Job Shadowing:** This on-the-job training ensures that you are able to fulfill the requirements of the role. You will work alongside another impressment attendant and "job shadow" him/her in the role. This type of training provides you with a complete picture of your department's daily activities.
- **Final Assessment:** Your performance will be assessed. If you are unsuccessful, a member of the supervisory team will identify your specific areas for improvement. You will be provided with assistance to help you achieve the expected performance levels and behaviours. If you successfully pass the assessment you will be assigned scheduled shifts. It is important to ask for help if required during your training period and ask questions if you require clarification.

Quotes From Our Impressionment Attendants

The following quotes are intended to provide you with insight and information regarding the job, the working environment and the positive and negative aspects of the role. We believe in providing clear and transparent information about our jobs to help candidates understand what the role entails. It is essential that you have a full understanding of the role prior to deciding whether to apply.

What Can I Expect on a Daily Basis?

"Complete the transfer of money and chips, quickly and efficiently"

"Extract and replace bill validators from the slot machines and coins and bills from the Automated Jackpot Machines and ATM's"

"Make sure supplies and equipment are readily available for the bankers"

"Balance while completing multiple tasks"

"Work very closely with security and bankers"

"Be responsible for keys and equipment"

"Operate power carts and follow carts on set routes"

The APPEALING Aspects of the Job

"Interacting with patrons and other associates"

"Doing different tasks every day makes the job interesting"

"At times working with minimal supervision"

"Like being able to move around the casino"

The UNAPPEALING Aspects of the Job

"Sometimes patrons can be impolite while you are only trying to do your job"

"Standing for long periods of time on cement floors"

"Doing the same tasks every day and working weekends and holidays"

"Part time and contract associates work irregular shifts and the shifts are constantly changing"

"Not such great days off, very few impressionment attendants have weekends off"

Do You have what it takes to be a Great Impression Attendant?

Do I...

- Provide remarkable service?
- Earn trust and loyalty?
- Work as one team?
- Improve our community?

Can I...

- Stand for the entire shift?
- Prioritize tasks and work in a fast paced environment with tight timelines?
- Follow directions and rules?
- Work in a highly regulated environment, working under surveillance cameras?
- Direct and operate equipment while weaving through crowds of people?
- Demonstrate initiative to complete tasks without constant supervision?
- Bend and lift up to 25 lbs. repetitively?

Will I...

- Be able to remember procedures, floor layouts and machine numbers?
- Be able to work in close physical proximity to other team members on a daily basis?
- Be able to work in an environment with no natural light?
- Work different shifts, weekends, holidays for many years?
- Work collaboratively with the same small group of people every day?
- Be friendly and polite to customers?
- Work part time or contract with short shifts (4-6 hours) and early start times (4am)?

Am I...

- Able to verbally communicate with patrons, co-workers and other departments?
- Tactful, consistent, accurate and well organized?
- Able to multi task?
- Able to work with large sums of money and not be intimidated?
- Able to handle stress effectively?

