

Non-Gaming Cashier



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 a Non-Gaming Cashier's job?

Non-gaming cashiers handle all of the revenue not related to gaming. Non-gaming revenue is generated from areas such as; our food outlets, spa, room service, hotel, banquets, associate dining rooms and the non-gaming bank. As a non-gaming cashier you will report to the non-gaming bank at the start of each shift where you will participate in a mandatory meeting called a pre-shift which is about 15 minutes long. During the pre-shift you will be assigned your section and tasks and your supervisor will update you on any pertinent information you need to know during your shift. Once signed in you will receive your tray of money from a casino banker, verify your funds and report to your assigned outlet to begin serving customers.

While working in your assigned outlet you will perform a variety of transactions for both patrons and associates such as; redeeming vouchers, coupons and gift card and processing comps. Paying attention to detail is important. Generally you will be scheduled to one outlet for the day; however you must be flexible in case you are required to move to another outlet on short notice. Outlet rotations are distributed amongst other non-gaming cashiers.

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.

You will be expected to know and promote casino amenities, such as our restaurants, entertainment and hotel. You will interact directly with our guests and receive phone calls from our associates who will ask you lots of questions about our promotions, coupons and specials. Therefore it is really important to keep on top of everything that is going on. This role requires individuals with a warm, outgoing, friendly personality with an understanding of delivering service with a smile.



The Cage and Coin Department

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, a count room manager, a credit & cashier manager, cashier shift managers, count room supervisors, cashier supervisors, non-gaming supervisors, soft count attendants, impressment attendants, non-gaming cashiers, casino cashiers and bankers.

The Cage and Coin Department

The non-gaming team consists of a director, count rooms manager, non-gaming supervisors and non-gaming cashiers. As a non-gaming cashier you will report to a non-gaming supervisor.

According to our non-gaming cashiers, the amount of supervision you can expect is...

"Minimal, however our supervisors are always available by telephone when you need them"

Your supervisor will visit you in your assigned outlet during your shift to ensure that you are completing your job in conjunction with our service standards and also if you require assistance.

Locations and Shift Length

Non-gaming cashiers are located at both of our properties - Fallsview Casino Resort and Casino Niagara. The non-gaming cashier is a customer service position therefore staffing levels for these positions is dictated by patron volume. You will be scheduled to work various areas in the outlets at Fallsview or Casino Niagara. Full time non-gaming cashiers have a set shift and set days off each week. Part time and contract non-gaming cashiers are scheduled to backfill for vacations, shift vacancies, special events and heavy patron volume days.

Niagara Casinos operate 24 hours a day, year-round and non-gaming cashier coverage is provided at all times. You will be scheduled for up to ten hour shifts that include breaks. Shift start times vary throughout the day.

It is important to remember that Public holidays such as Thanksgiving, Christmas, and New Years 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 midnights 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 Non-Gaming Cashier?

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 3-5 days long and covers specific information regarding your department's policies, and procedures, banking 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 non-gaming cashier 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 Non-Gaming Cashiers

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?

"To stand for the whole shift"

"To pay attention to detail to balance every shift and count money all shift"

"To do manual transactions when systems are down at change of day" (midnights)

"Some locations have strong food odours and smells of grease"

"Change outlets during shift if needed"

"Work different shift lengths, anywhere from 6-10 hours"

"In some outlets the patrons are very close to you physically"

The APPEALING Aspects of the Job

"The team - we have great supervisors and co-workers who care about each other"

"There is variety; you can work in a different outlet every day and with different people"

"The hourly wage and tips are good"

"The environment is fast paced so time goes by quickly"

The UNAPPEALING Aspects of the Job

"Not being able to find a supervisor right away, they are available by phone but sometimes you have to call around to several outlets to find them"

"Phone calls from other departments; everyone calls non-gaming when they have a money question"

"Angry or impolite customers are not easy or fun to deal with"

"The bus program patrons are not aware of procedures before cashing out"

"Touching dirty money"

Do You have what it takes to be a Great Non-Gaming Cashier?

Do I...

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

Can I...

- Keep smiling when someone is impolite to me?
- Process different types of payments such as debit, coupons, chips, foreign currency?
- Stay calm when there are long line ups?
- Work with strong scents, odours, food smells and constant noise?
- Lift heavy trays, boxes of coin and push heavy carts while transferring money?
- Think quickly on my feet and make solid decisions?
- Work with constant interruptions?
- Work with patrons in close physical proximity to me?

Will I...

- Be diplomatic and tactful when dealing with sensitive players or situations?
- Be comfortable having customers touch me to get my attention or ask a question?
- Work part time, midnights, weekends and holidays, for many years?
- Take ownership to resolve issues on my own?
- Remain calm when someone throws unkind words my way?
- Show empathy to someone who may have lost a lot of money?

Am I...

- Outgoing with a pleasant personality and willing to approach customers?
- A positive person who can handle pressure and a hectic, demanding pace?
- Easy going, helpful, courteous and flexible?
- Able to adapt to different personality types and resolve conflict effectively?
- Able to brush off harsh criticism?

