

Banquet and Conference Porter



GREAT PEOPLE

- | | |
|---|---|
| PROVIDE
REMARKABLE
SERVICE | EARN
TRUST
& LOYALTY |
| • WHAT WE DO, WE DO WELL | • OWN IT, TAKE ACTION, FIND THE FIX |
| • COMMITMENT IS EVERYTHING | • DO THE RIGHT THING |
| • PAY ATTENTION TO DETAIL | • SHOW RESPECT AND CONSIDERATION |
| • LISTEN & CONTINUE TO LEARN | • WE ARE RESPONSIVE |
| WORK AS
ONE TEAM | IMPROVE
OUR
COMMUNITIES |
| • EVERYONE'S JOB MATTERS | • PAY IT FORWARD |
| • WORK SMART, WORK EFFICIENTLY | • GET INVOLVED |
| • CELEBRATE ACHIEVEMENT | • MAKE A DIFFERENCE |
| • SUPPORT AND HELP EACH OTHER | |



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 Banquet and Conference Porter's job?

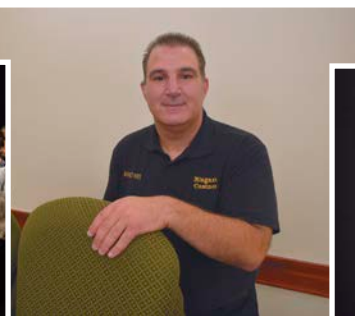
Outstanding customer service is an essential requirement for this position; banquet porters have internal and external customers to cater to and ensure that they exceed their expectations. Your primary duties are to set up and tear down a wide variety of events such as elite player parties, company holiday functions, large and small corporate events, weddings, trade shows, dinners, lunches, meetings and conferences.

These events can take place in the Grand Hall which has 35,000 square feet of space, the terraces with 3,000 square feet of space or smaller boardrooms, restaurants, lounges and meeting rooms. You will execute the Banquet Event Order (BEO) according to the specifications for the event. At times you will move, unstack and set up chairs and tables, place covers on chairs or move and lift equipment such as a rack of dishes, chaffing dishes, stage pieces, risers and table carts.

Some of your other duties include setting up meeting rooms, replenishing refreshments, removing food and re-stocking the inventory necessary for your job. You will provide outstanding service while performing your duties quietly often in a hectic and fast paced environment. This position requires the successful candidate to obtain a clean Police Clearance Certificate. If you are offered the position, an appointment and further details will be provided to you at that time.

You will attend a mandatory pre-shift meeting at the beginning of each shift where you will be briefed on what tasks you will be expected to achieve during your shift. You will receive copies of the required BEO and any corresponding floor plans needed to complete your tasks. Your banquet captain will take you through the requirements for the event giving you all the details needed to be successful. Your ability to follow specific instructions and directions is critical to the success of the events. The captains at the event will handle any customer or guest issues.

Regardless of your assigned duties, you will be expected to promote Casino amenities, such as our restaurants, entertainment and hotel. You will interact directly with our guests and this role requires individuals with a warm, friendly personality with an understanding of delivering service with a smile, while also meeting time restraints and efficiencies.



The Food and Beverage Department

The food and beverage department is a large division in Niagara Casinos with associates who work at both properties in a number of different sub departments and outlets. The department has an executive director, executive chef, directors, executive sous chefs, managers, shift managers, sous chefs and supervisors.

The Banquet Team

The banquet team consists of a banquet/room service manager, banquet and conference captains, porters, servers, room service servers, and international conference and banquet servers. The ability to work on your own is essential in this position. Once you are assigned your duties for the event or the day it is expected that you are completing the tasks assigned and monitoring the event to see where you can assist. According to our banquet and conference porters, the amount of supervision you can expect.

"Varies depending on the shift. During the day shift it is very high, however, during nights or functions it is minimal and dependent on the amount of guests that we have in house. "

The banquet captain will conduct regular spot checks to ensure that you are completing your job in conjunction with our service standards and to ensure help is available if you require assistance. The banquet captain will ensure that all set ups and breaks are checked prior to the guests arriving and will coach you to ensure perfection is achieved.

Locations and Shift Length

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

There are a number of locations throughout Fallsview Casino Resort and Casino Niagara where you will be assigned your duties. Some of the locations include: the Grand Halls, boardrooms, Salon Prive, Yuk Yuks, R5 Lounge, restaurant outlets and the Baccarat Lounge at Casino Niagara.

Although Niagara Casinos operate 24 hours a day, year-round, Banquet and conference porter coverage is dependent upon scheduled events. Full time porters are scheduled for 40 hours, part time and contract porters are scheduled according to business needs which vary and are scheduled in co-ordination with booked events.

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 holidays and weekends will happen for many years. These are facts that you should consider prior to applying for the position.

What type of training will I receive as a new Banquet and Conference Porter?

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 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 host/hostess and "job shadow" him/her in the role. This type of training provides you with a complete picture of your department's daily activities during all three shifts. You will not be eligible for gratuities during your "job shadowing."

•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 Banquet & Conference Porter

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?

- "Stock linens such as table cloths, buffet skirting, uniforms and napkins"
- "Move and lift banquet equipment such as a rack of dishes, chaffing dishes, stage pieces, risers and table carts"
- "Greet and/or deal with a guest – within our area or outside"
- "Put away inventory, and report any deficiencies in inventory of items required on a daily basis"
- "Set up or tear down rooms for various functions such as trade shows, conventions, stack and unstack chairs"
- "Replenish coffee, hot water, milk, cream and fruit; take away dishes"
- "A varying pay cheque – based on business level and the number of hours worked"

The APPEALING Aspects of the Job

- "The flexibility and a variety of tasks make the work interesting"
- "Rarely do you work in one area or with one task for the entire shift – lots of movement"
- "Learning more of what goes on in other areas of the casino and within the Food and Beverage Department"
- "With wage and gratuities, it is superior to other places – especially when it is busy"

The UNAPPEALING Aspects of the Job

- "Last minute changes once the room set up is complete"
- "Sometimes going hours without a break because rooms need to be flipped quickly; you are exhausted on busy shifts"
- "Changes or lack of information – be it from a client or internally"
- "Equipment is spread out in such a big place, making small tasks (i.e. coffee set ups) longer than they should be"

Do you have what it takes to be a Banquet & Conference Porter?

Do I...

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

Can I...

- Handle a physical job?
- Follow instructions – read Banquet Event Orders?
- Work independently and resolve problems by myself?
- Organize items and tasks within a reasonable time?
- Work quietly?
- Do some repetitious work (i.e. chair covers)?
- Move and lift equipment for 8 hours?

Will I...

- Work different shifts?
- Be able to handle an inconsistent pay cheque and hours – based on events and season?
- Work weekends, evenings and some holidays, for many years?
- Focus on my work when I am here to ensure the guest is satisfied?

Am I...

- Outgoing with a pleasant personality who interacts with customers?
- A positive person who can handle pressure and a hectic, demanding pace?
- Able to work independently as well as part of a team?
- Organized?
- Coordinated?
- Good at managing my time?
- A good listener, able to follow instructions and understand what is on the Banquet Event Order?

