



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 Bar Porter's job?

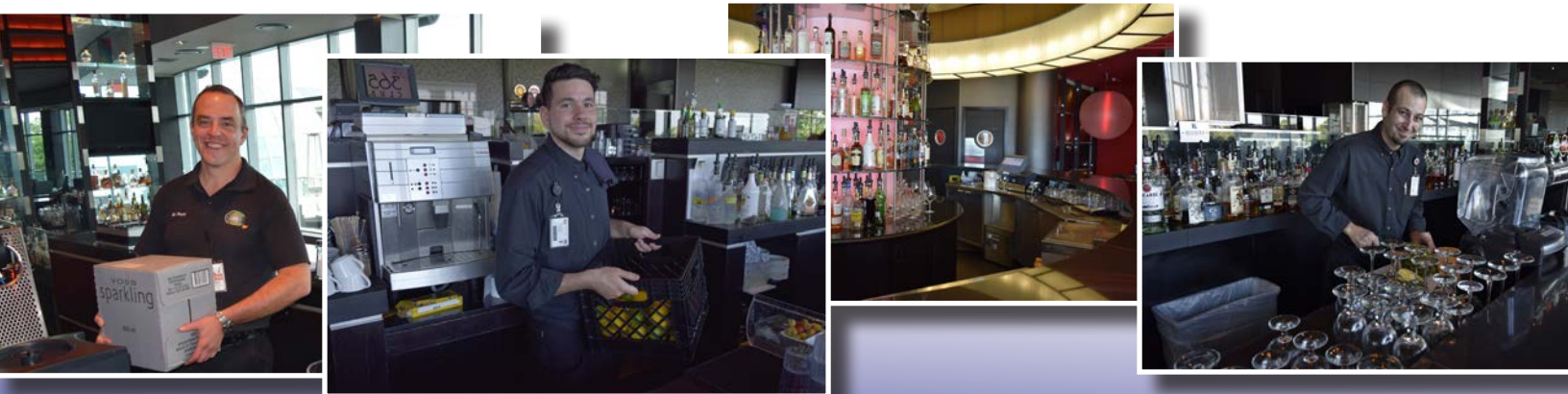
Great customer service is a key requirement for bar porters; your customers are our gaming patrons and associates such as bartenders and beverage servers. While working in your assigned section, you will be responsible for stocking bars, emptying garbage, cleaning floors and fridges and restocking bars with product such as; liquors, wine beer and glassware to the bars.

You will clean the glass washers, work with bartenders and servers, set up the bars with juices, garnishes, mats, glassware, wipe down the bars and keep them clean. In some sections, you will restock, napkins, water (20-30 cases at a time) and cover the bar during breaks or on midnight shift. During the midnight shift you are responsible for manning a bar and serving non-alcoholic drinks. Unlike smaller establishments or your past experiences, a bar porter at Niagara Casinos is a separate job classification; therefore you will perform these duties for your entire shift.

As a bar porter, you will attend a mandatory meeting at the beginning of each shift, where you will be assigned your section and tasks. These meetings, called pre-shifts are about 15 minutes long. In addition to receiving your assigned section and tasks for your shift, your supervisor will update you on current events, promotions, departmental announcements or changes to policies, programs and any other information that you will need to be successful during your shift. Sections are rotated on a daily basis to ensure that they are evenly distributed amongst other bar porters on your shift.

The beverage department is a fast-paced high volume environment. Regardless of your assigned section, 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 working together to provide excellent service. This position requires the successful candidate to pass a pre-placement assessment and obtain a gaming license as conditions of hire. The assessment measures the force producing capabilities of your knee and shoulder muscles not strength.

Further details will be provided if you are made an offer of employment. Only candidates who are offered a position can apply for a gaming license from the AGCO. For further details please visit their website at www.agco.on.ca.



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 Beverage Team

The beverage team is a sub department of the food and beverage division. The beverage department includes managers, shift managers, supervisors, bartenders, bar porters, pump room attendants and beverage servers. Bar porters report to beverage supervisors. The ability to work on your own is essential in this position. It is expected that you are constantly monitoring your assigned section. According to our bar porters, the amount of supervision you can expect is...

"Minimal, however our supervisors are there when you need them to handle situations such as complaints or refusals of alcohol."

Your fellow co-workers are assigned to other sections. Your supervisor will conduct periodic 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.

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 or Casino Niagara where you will be assigned to work. Some of the locations include: the gaming floors, 365 Club, Salon Prive, Yuk Yuks and R5 Lounge.

Niagara Casinos operates 24 hours a day, year-round and bar porter coverage is provided at all times. You will be scheduled for eight-hour shifts that include two 30 minute breaks. Shift start times are 10:00 am, 6:00 pm and 2:00 am. The 2 am shift is a non-alcohol shift, where you will tend a bar or bar cart. Full time bar porters have a set shift and days off, part time and contract associates will be scheduled for all three shifts, and could possibly have split days off.

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 Bar 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 Bar Porters

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 serve alcoholic and non-alcoholic drinks; cover multiple locations with a cart"

"Meet new patrons, that is a good thing about my job"

"To set up the bars with liquors, garnishes, juices and glassware"

"Be physically and sometimes emotionally drained by the end of the shift"

"Constantly clean dirty glassware; stocking and re-stocking bars and carts"

"Smile, be pleasant and friendly at all times while on shift"

"Adhere to the department tip policy"

"Move stanchions, sweeping garbage, setting up patios and cleaning"

"Relieve bartenders for their breaks and ensure the liquor is off the bar at 1:50 am"

The APPEALING Aspects of the Job

"The independence of the job; you have freedom to walk around the Casino"

"Knowing that other people depend on me"

"Being able to get my daily exercise while I am actually working"

"The hourly wage and tips are good; if you want to, you can have a lot of fun"

"The work environment is clean and safe"

The UNAPPEALING Aspects of the Job

"Working midnights is not as busy as other shifts"

"There is a lot of repetitive heavy lifting, walking, sweeping and cleaning up"

"Lifting floor mats, they are gross and portering several bars at once"

"Working every holiday and weekend"

Do you have what it takes to be a Bar Porter?

Do I...

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

Can I...

- Deal with a variety of people-different cultures, language barriers, and superstitions?
- Lift, push or pull repetitively up to 30-50 lbs.?
- Walk and stand for an entire shift?
- Work in a noisy environment under surveillance cameras?
- Work in a highly regulated environment, lots of rules and policies to follow?
- Keep myself motivated during slower times?
- Work well with others (servers, bartenders, slot attendants, and security)?

Will I...

- Work part time or contract hours and different shifts in one week?
- Work weekends, midnights and holidays, for many years?
- Be flexible to adapt to different situations and people?
- Be proactive to keep on top of things or get things done ahead of time?
- Be able to work in an environment with no natural light?
- Comply with the gratuity distribution policy?

Am I...

- A positive person who can handle pressure and a hectic, demanding pace?
- Willing to do whatever it takes to make things run smoothly for the team?
- Willing to take initiative to keep busy during down times?
- A hard worker, who is reliable, dependable with a positive attitude?
- Able to work well without supervision?

