

# Bartender



## GREAT PEOPLE

- |   |   |
|---|---|
| <b>PROVIDE<br/>REMARKABLE<br/>SERVICE</b> | <b>EARN<br/>TRUST<br/>&amp; LOYALTY</b> |
| • 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                     |
| <b>WORK AS<br/>ONE TEAM</b>               | <b>IMPROVE<br/>OUR<br/>COMMUNITIES</b>  |
| • EVERYONE'S JOB MATTERS                  | • PAY IT FORWARD                        |
| • WORK SMART, WORK EFFICIENTLY            | • CELEBRATE ACHIEVEMENT                 |
| • SUPPORT AND HELP EACH OTHER             | • 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 Bartender's job?

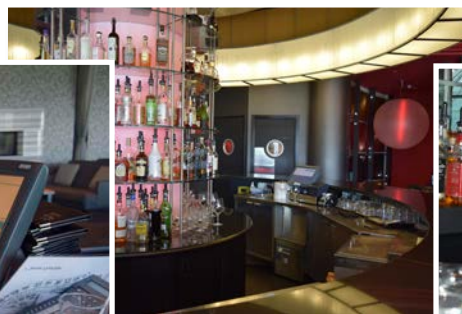
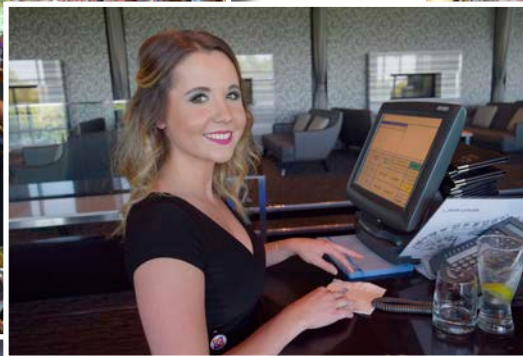
Great customer service and the ability to make and serve drinks in a fast-paced environment are key requirements for bartenders. While working in your assigned section or bar, you will be responsible for taking and serving alcoholic and non-alcoholic beverage orders, keeping your bar clean, organized and well stocked. In some rotations, you will work behind a bar while at other times you will push a beverage cart circulating the gaming floor providing beverage service to our customers.

As a bartender, 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 bartenders on your shift. Bartenders are located at both of our properties - Fallsview Casino Resort and Casino Niagara.

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 delivering service with a smile.

This position is regulated by the compliance branch of the Alcohol and Gaming Commission of Ontario (AGCO) and requires someone who can follow rules and pay attention to detail. This is a position that requires a gaming license as prescribed by the AGCO. For further details on this process please visit their website at [www.agco.on.ca](http://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. Beverage servers report to beverage supervisors.

According to our beverage servers, 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 beverage supervisor will conduct periodic spot checks of your assigned section to ensure that you are completing your job in conjunction with our service standards and also 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 and Casino Niagara where you will be assigned your section. Some of the locations include: the gaming floor, Salon Prive, R5, Quench Bar, the 365, 21 Club, Ponte Vecchio, Noodle Bar, Grand Buffet, Avalon Theatre, Splash Bar, Breeze Bar and Yuk Yuks.

Niagara Casinos operate 24 hours a day, year-round and bartender coverage is provided from 10:00 am until 2:30 am. You will be scheduled for eight-hour shifts that include 2-30 minute breaks. Shift start times are 10:00 am and 6:00 pm. Full time bartenders have set shifts and days off while part time and contract will be scheduled for weekends, holidays and to fill vacancies in the schedule.

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. Working on 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 Bartender?

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 bartender 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 Bartenders

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?

"Serve alcoholic and non-alcoholic drinks"

"Push a beverage cart or work in different locations – not necessarily desirable ones"

"Sometimes deal with customers who are impatient for their drinks"

"Practice my Smart Serve training and not over-serve alcohol; know and obey liquor laws (i.e. not serving past 1:50am)"

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

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

"Keep up with par levels and re-order before it is a crisis"

"Constantly clean my work area and keep my work space organized, neat and clean"

"Handle cash; use a cash register – micros"

## The APPEALING Aspects of the Job

"Working in a great department with a great group of people"

"There is never a dull moment; each shift is entertaining; a lot of our customers are great and friendly"

"Making and creating drink orders, serving happy customers"

"The hourly wage and the tips are good and the supervisors are great"

## The UNAPPEALING Aspects of the Job

"Sometimes people yell or whistle at you to get your attention"

"Working all the holidays and cleaning glasses"

"When it is not busy, you don't make a lot of tips serving hot chocolate, tea or coffee"

"Working 8.5 hours, most bars only work 5-6 hours"

## Do you have what it takes to be a Bartender?

### Do I...

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

## What does it take to be a great Bartender?

### Can I...

- Keep smiling when someone is impolite?
- Stand for 8 hours?
- Handle cash procedures and work in a highly regulated environment?
- Listen to the customers and always have a smile?
- Work in a noisy environment?
- Deal with high volume drink orders from impatient customers?
- Take charge of my bar and handle everything that comes my way?

### Will I...

- Deal with a variety of people (different cultures, language barriers, and superstitions)?
- Comply with the gratuity distribution policy?
- Be able to work in an environment with no natural light?
- Be able use my smart serve training without upsetting customers?
- Work evenings, weekends and holidays, for many years?
- Always come to work happy and have a positive attitude?
- Work part time hours only and different shifts with different days off each week?

### Am I...

- Outgoing with a pleasant personality and willing to listen to customers?
- Able to show empathy to someone who just lost money?
- Able to work on my own and as well as part of a team?
- Flexible, tolerant and patient?
- Up for a new challenge every day?

